City of Milwaukie

VoIP Voice Communication System Replacement

Request for Proposal
RFP

March 28, 2011

City of Milwaukie

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1. INTRODUCTION

The City of Milwaukie has determined a necessity to conduct this procurement to replace its existing Tadiran Coral 3 Private Branch Exchange (PBX) systems that have reached its end of useful life. The City is familiar with the technology options and a conventional business models for a voice replacement. However, this procurement seeks a replacement Voice over Internet Protocol ("VoIP") system that will meet all the current and future requirements of the City.

The City anticipates the potential outcome to this Request for Proposals ("RFP") will involve a single system and Respondent solution providing service to all remote locations within the City's network.

This RFP is organized to yield multiple manufacturer and vendor solutions that will be evaluated by the City for viability and cost effectiveness.

1.1. Request for Proposal

A Voice switching system replacement including maintenance, upgrades, moves, additions and changes ("MAC") and repair support for the replacement of the current Tadiran Coral voice switching platform. This purchase will be under a conventional capital asset purchase model with an optional supplemental extended warranty service agreement and MAC support.

1.2. General Information

It is critical to the City that the Respondents to this RFP have the capability to deliver the replacement telephone system to every listed service address, and equally important that Respondents have a financial base to ensure that they will be able to serve the City's needs for ongoing maintenance and repair services. Also of critical importance is the customer support model of the respondent. The City requires the successful respondent to be capable of providing excellent service to the City's requirements.

A response to this RFP does not obligate the City to purchase any or all of the products or services covered by this RFP. The City reserves the right to waive any irregularity in any response or, to take no action whatsoever, and/or to request submittal of new information responses.

The RFP response and information provided either in hard copy or electronic format becomes the property of the City. The cost for preparing this RFP response is solely the responsibility of the Respondent.

This RFP includes structured proposal response forms and proposal price schedules. Respondents should propose pricing for one or both components using the forms provided.

2. RFP Specifications and Requirements

2.1. RFP Schedule

The City reserves the right to modify these dates as they see fit.

Publication of RFP	March 28, 2011
Pre-proposal Conference	April 4, 2011
Question Deadline 12:00 P.M.	April 6, 2011
Answers to final Questions 5:00 P.M.	April 8, 2011
Responses Due 4:00 P.M.	April 22, 2011
Finalists Selected	April 25, 2011
Final Interviews Completed By	April 29, 2011
Final Recommendation to Council	May 2, 2011
Council Packets Available to Public	May 10, 2011
Council Meeting and Contract Award	May 17, 2011
System Implementation	July 30, 2011

2.2. RFP Distribution

This RFP will be available from Northwest Information Services, Inc. located at 8285 SW Nimbus #125, Beaverton, Oregon 97008. The RFP will also be available on the City of Milwaukie web site under Bids/RFP's.

The RFP will also be advertised in the following Newspapers:

> The Daily Journal of Commerce
> Portland, OR, and
> The Oregonian

2.3. Pre-Proposal Conference

A non-mandatory pre-proposal conference for interested respondents will be at 9:00 am April 4, 2011. The conference location is:

> Public Safety Building
> 3200 SE Harrison
> Milwaukie, OR 97222

2.4. Questions

Please direct all questions pertaining to this RFP via E-mail to:

> Mike Smith
> Northwest Information Services
> 503-246-8585
> Mike.Smith@nispdx.com

Questions will be accepted via E-mail to the above address. Responses to all questions will be answered and sent to all respondents via email; however, no answer shall change or modify any term or condition of this RFP unless the answer is reduced to writing and issued as an addendum to the RFP. No questions will be accepted verbally or in written format other than E-mail. All final questions must be received by no later than 12:00 P.M. April 6, 2011. All questions and answers will be responded to by April 8, 2011.

2.5. Changes to RFP

All changes to the original RFP, including changes to terms and conditions, specifications, closing date, etc. will be contained in addenda to the RFP, and may be issued any time before RFP closing. Addenda and informational notifications will be sent via e-mail to all suppliers who have received a copy of the RFP from NIS. Suppliers who receive a copy of the RFP from a source other than NIS are responsible to check to see if addenda or other informational notifications have been issued prior to the proposal due date. The City is not responsible to bring to suppliers' attention addenda or other informational notifications.

2.6. RFP Delivery

All proposals shall be submitted in a sealed envelope clearly marked:

Proposal #11- City of Milwaukie VoIP RFP

Proposals shall be typed or prepared in ink, and shall be signed in ink by the Proposer or an authorized representative of the Proposer. Alterations or erasures, if any shall be initialed in ink by the person signing the Proposal.

Deliver one signed original sealed response as described in this RFP, four additional hard copies and one soft copy in Microsoft-Word ® Rich Text Format and Excel® spreadsheet on a CD-ROM to:

> Esther Gartner
> IST Director
> City of Milwaukie
> 3200 SE Harrison
> Milwaukie, OR 97222
> 503-786-7404

Proposals must be received by Ms. Gartner no later than April 22, 2011, at 4:00 P.M. It is the sole responsibility of the Proposer to ensure the City receives the Proposal by the specified date and time. All late Proposals shall be rejected and returned unopened to the respondent and no further consideration will be give the response.

2.6.1. Rejection of Proposals

The City reserves the right to reject any or all Proposals received as a result of this RFP. Reasons why a Proposal may be rejected include but are not limited to:

A.   Failure of the Proposer to adhere to one or more of the provisions established in the RFP.
B.   Failure of the Proposer to submit a Proposal in the format specified herein.
C.   Failure of the Proposer to submit a Proposal within the time requirements established herein.
D.   Failure of the Proposer to adhere to ethical and professional standards before, during or following the Proposal process.

The City may reject any Proposal not in compliance with all prescribed public procurement procedures and requirements, and may reject for good cause any and all Proposals upon a finding of the City that it is in the public interest to do so.

2.7. RFP Response Forms

The response forms and pricing spreadsheets are designed to be turn-around documents to ensure consistency in the format of the responses. Respondents are to insert their company name, contact information, and pricing in the appropriate columns on the spreadsheets. Modifications to the spreadsheets other than to insert required company identification and pricing information may disqualify the response. Respondents are encouraged to provide textual clarifications to answers provided in the response forms on supplemental pages, if necessary.

2.8. Public Information

All information submitted relating to this RFP, except for proprietary information, shall become part of the public record in accordance with the Oregon Public Records laws and regulations. Proprietary information submitted by a Respondent shall remain confidential only as permitted by law or regulation. Proprietary information must be clearly identified as such, and qualified by an explanation supported by law that deems such information shall remain confidential. The City will evaluate and honor such requests within the parameters allowable by law.

2.9. Requirements for Service

Respondents to this RFP must be regularly engaged in the business of providing the systems and services proposed, must be licensed and bonded to work in the State of Oregon, and must provide references listing projects of similar size and/or scope. The City reserves the right to purchase services and equipment complimenting those to be provided under this RFP..

2.10.   Implementation Methods

In the event that the City chooses to implement a Respondent's solution selected via this RFP, the awarded Respondent shall be solely responsible for the means, methods, techniques, sequences, and procedures of implementation and service and shall be responsible for ensuring that all work complies with requirements specified in this RFP and approved by the City.

Respondents shall include a high-level project implementation plan showing estimated time lines for providing the services.

2.11.   Respondents Personnel and Single Point of Contact

The awarded Respondent shall provide competent, system certified personnel to install and manage the systems and services on an ongoing basis. Respondents shall provide a single point of contact for service related, billing, and management issues for the proposed services.

2.12.   Respondents Legal Requirements

The awarded Respondent shall furnish all necessary materials, equipment, labor, transportation, insurance, and incidentals for the execution and completion of the work. Respondents must comply with all federal, state, and local statutes or ordinances, which may apply to the proposed work, including but not limited to all applicable requirements of ORS 279A, 279B and 279C.

2.13. Permits, Licenses, Taxes and Assessment

The awarded Respondent shall be responsible for all duties assessed by United States Customs, permits, approvals, licenses, sales or other taxes and assessments imposed by any government agency, foreign and domestic, which are applicable to the performance of the awarded Respondents responsibilities under the agreement.

2.14. Ownership of Work Product

All work products, including but not limited to this RFP, project plans, technical specifications, and as built drawings which result from an agreement, shall become the exclusive property of the City of Milwaukie.

2.15. Technical Support

The City requires that technical and billing support is available to answer questions and resolve billing and support issues. The support need not be local as long as the Respondent guarantees the service level meets the City requirements. In the event that the City decides to purchase any or all products and services listed in this RFP, the awarded Respondent will be required to identify and maintain dedicated contact persons readily accessible during normal City business hours. Their responsibilities will include but not be limited to billing problem resolution, coordination of service orders, facility identification, access arrangements and problem coordination, and support, as necessary to assure effective delivery of the service to the City.

2.16. Maintenance, Repair, Reporting, Escalation and Response Time

Respondents shall supply an escalation contact list and definitions of major and minor repairs with the appropriate telephone numbers and response times for each type of system failure. In addition, Respondents shall provide the process for system software upgrades from the manufacturer. The City would also request that Respondents attach resumes of the certified technicians that would be assigned this project to their responses.

2.17 Protest Procedures

Protests regarding this VoIP RFP must be presented in writing no later than ten calendar days prior to the RFP due date and shall be addressed to Esther Gartner, IST Director, City of Milwaukie, 3200 SE Harrison, Milwaukie, OR 97222. Protests shall include the reasons for protest and any proposed changes to the VoIP RFP requirements. No protest shall be considered after the deadline established for submitting such protest.

2.18 Disputes

In case of any doubt or differences of opinions as to the items or services to be furnished hereunder, or the interpretation of the provisions of the RFP, the decision of the City shall be final and binding upon all parties.

2.19 Affirmative Action/Nondiscrimination

By submitting a proposal, the Proposer agrees to comply with the Fair Labor Standard Act, Civil Rights Act of 1964, Executive order 11246, Fair Employment Practices, Equal Employment Opportunity Act, Americans with Disabilities Act, and Oregon Revised Statutes. By submitting a proposal, the Proposer specifically certifies, under penalty of perjury, that the Proposer has not discriminated against minority, women or emerging small business enterprises in obtaining any required subcontracts.

2.20 Intergovernmental Cooperative Agreement

Pursuant to ORS 279A.200- 279A.225, other public agencies shall have the ability to purchase the awarded goods and services from the awarded Contractor(s) under terms and conditions of the resultant contract. Any such purchases shall be between the Contractor and the participating public agency and shall not impact the Contractor's obligation to the City. Any estimated purchase volumes listed herein do not include other public agencies and the City makes no guarantee as to their participation. Any Proposer, by written notification included with their Proposal, may decline to extend the prices and terms of this Request for Qualifications to any and/or all public agencies.

3. Respondent Response Requirements

3.1. Executive Summary

Respondent shall provide an executive summary which will explain why Respondent's alternative solution best serves the objectives of the City.

3.2. Project Plan

Responses to this RFP shall include a high level project plan that will detail tasks, dates and responsibilities for the implementation of the system.

3.3. Detailed Solution Description

Respondent shall present a detailed description of its proposed products and services. Respondent need not present detailed explanations of standards based elements. Respondent needs to provide a design diagram of your proposed solution for the City evaluation process.

3.4. RFP Requirements Questionnaire

Respondents shall provide a written answer for each question in the RFP Response Form sections. Do not skip questions. If using supplemental pages, reference the section number being addressed. An RFP Response Evaluation in ATTACHMENT 4 emphasizes the Respondents competency. Respondent should confirm its competency to fully satisfy a requirement or explain in detail its alternative means of accomplishing the inherent need addressed by the requirement.

3.5. Proposal Price

Responses that do not offer pricing on each item or pricing that in total will meet the service requirement shall not be accepted. If a service or feature is provided at no extra charge, answer "no charge". Respondent must provide pricing information for the initial product purchase, and pricing applicable to continuing services under a term agreement that enables the City the option to evaluate the alternative based on a five-year term cost of ownership, with a specified pricing option to extend for additional terms of one to two years.

3.6. Response to the RFP

Respondents shall include responses to all requested information in their RFP response forms. Respondent will provide sufficient detail for the City to determine that all RFP requirements have been met. Failure to provide all information may result in the response being eliminated from further consideration. Respondents should not include a copy of the RFP as part of their response.

3.7. Authorized Signature

In the case of a corporation, the person authorized to bind the corporation shall sign their name and include the title of the office he/she holds or the capacity in which he/she acts for such corporation.

3.8. Response Envelope

Response envelopes must be sealed and have the title **"Proposal #11 City of Milwaukie VoIP RFP"** conspicuously printed on the outside. Responses not so marked shall be rejected.

3.9. Signed and Dated

The signed and dated Response Acknowledgement and Authorization shall be included in the response package.

3.10. Marketing Collateral

Respondents may provide limited applicable marketing collateral, pro-forma agreements or other documentation Respondent considers useful to the reviewers. Please limit the amount of marketing collateral in the response to that which directly addresses the requirements of this RFP.

3.11. Responses

The respondent is responsible to provide complete responses to all articles, requirements, etc., contained in this RFP document, presented on Response Forms and attachments as needed.

3.12. References

The Respondent shall provide a minimum of three (3) references (preferably two of which are within the Portland/Milwaukie Metropolitan area) that receive services comparable to the City requirements and can verify the Respondents ability to deliver the recommended services. Include contact name, telephone number, approximate date of installation, and a brief description of the services provided.

3.13. Proposal Response Form(s)

Proposal response forms have been provided as attachments hereto and all pricing information and system information must appear on these forms. The forms are designed too simplify response formats and enable efficient and comprehensive evaluation by the City. Respondents shall include all of the Response Form pages in the RFP response. Do not incorporate any other pages from the RFP in the responses. The footer clearly identifies all required forms with a "PRF" designation in the page number section.

3.14. Evaluation

Responses will be evaluated according to the criteria set out in the table in Attachment 4. See Attachment 4 for Evaluation criteria information.

4. Objectives of this RFP

The object of this RFP is to provide the City with:

4.1.1. A networkable telecommunications system to serve long-term requirements with adaptability to technology/facilities upgrades and to provide high quality of service levels.

4.1.2. A major thrust of the anticipated Respondent proposals will be utilization of the existing City fiber optic wide area network ("WAN") for convergence of voice communications onto the data network. This converged network's simplified infrastructure will cut costs by connecting phones over the local area network ("LAN") wiring system, thus eliminating dual networks. The City expects Respondents' proposals to emphasize solutions for migrating to an IP telephony network to accomplish these objectives:

4.1.2.1. Utilize the WAN bandwidth for IP telephony, The City expects to leverage the untapped capabilities of the fiber WAN infrastructure to maximize the return on investment and reduce telecommunications service provider costs.

4.1.2.2. Simplify MACs. Telephone set moves, add and changes should become a matter of "plug and play" with IP telephony.

4.1.2.3. Avoid the need to dispatch a technician or reprogram the system for MAC activity.

4.1.2.4. Replace the traditional voice database as the phone set should register with the data network's DHCP[1] database. IP phone should have a unique MAC address, so the DHCP[1] server recognizes the new IP address and re-associates the existing configuration profile with each MAC.

4.1.3. Lower support costs by improving technician efficiency.

4.1.4. Availability of local, reliable, dependable, and ongoing maintenance support by the system Respondent.

4.1.5. The system will have the ability to meet or exceed the mandatory features and applications specified herein and the capability to satisfy the majority of the desirable features and applications.

4.1.6. Uniformity of telecommunications technologies deployments within the City's operations with a common manufactured system.

4.1.7. Minimized service complexity, ease of contractor contact and ease of trouble-shooting with simplified system administration, manageable by City Network technical staff, including alarm / performance surveillance tools.

4.1.8. The availability of common spare's for repair of distributed systems.

4.1.9. Voice clarity through digital transmission performance.

4.1.10. A basic Automatic Call Distribution (ACD) capability to support multiple answering groups and with simple, easily used administrative and reporting tools.

4.1.11. The ability to integrate voice and data applications at the user terminal/appliance.

4.1.12. A centralized voice mail system configured to meet current requirements and future growth capacity.

4.1.13. The ability to support station location information to E911 center with existing PS/ALI[2] services and interconnection to the public switched telephone network ("PSTN") via analog CAMA[3] trunks or ISDN PRI D Channel[4].

4.1.14. Adaptability of the system for disaster recovery through redundant architecture designs deployed over the City's secure network.

4.1.15. The ability to detect inbound and outbound calling party identification.

4.1.16. A Call Accounting system that will provide call records for each department of the City.

5. Scope:

The purpose of this RFP is to provide the City with the best value telecommunications services to meet its business requirements in the most reliable and cost effective manner. The City is looking for VoIP solutions that will allow the City growth capacity as the community grows and are added to the WAN. The City is also looking for a solution that will expand their current E911 information and also provide central administration and more cost effective MAC activity.

The lists of existing network services currently used by the City and included in this RFP are further detailed in section Objectives of this RFP.

Service functional requirements sought under this RFP are specified in Section 8.1 System Configuration Specification.

6. Current Environment

The City of Milwaukie delivers voice services via a hub and spoke arrangement using a Tadiran Coral 3 TDM (conventional time division multiplexed digital/analog) PBX system. These systems have been propagated over the past fourteen years and are comprised of multiple releases and vintages of software and hardware. The current Tadiran Coral 3 system is at End of Life (EOL) by the manufacturer for parts and customer support.

The current configuration is separated by Voice and Data with Qwest providing the point to point T-1's for all voice connectivity and Comcast for all data connectivity.

The current voice configuration consists of three (3) Tadiran Coral PBX's systems serving the City, and support facilities. The Public Safety Building facility serves as the hub for all voice communications and is supported by a Tadiran Coral 3 PBX. This system provides the switching matrix to the remote Tadiran Coral system locations and voice network access to the PSTN.

The City has three (3) remote sites that network into the Public Safety Building for both data and voice connectivity. Each of the remote sites has one point-to-point T-1 circuit that connects back to the main hub of the network that supplies access to centralized Tadiran voice mail system and network access for incoming and outbound calling functions.

Qwest's Point of Presence ("POP") at Public Safety Building is basic T-1 service that supplies access to the PSTN for all locations. The City has Direct Inward Dial (DID'S) extension numbers for all users served by the City network.

The analog lines at all site locations are for fire, security alarms and fax machines.

Other applications that are currently in operation with the voice system include:

- o Voice Mail: The current voice mail system is a Tadiran system with a total of 8 access ports. This system resides at the Public Safety Building.
- o Call Recording: This application is currently utilized at the Police Department only. They are looking for a more robust and easier access application going forward with additional departments utilizing the application.
- o The following is a current port count based on the each site location. Current ports counts are provide in the table below:

Tadiran Population - Active Ports

City of Milwaukie

Location	Digital Ports	Analog Ports	Total/Station Ports
Public Safety Building	66	54	120
Public Works/Operations	57	21	78
City Hall	42	17	59
Ledding Library	15	3	18
Totals	**180**	**95**	**275**

This diagram provides high level overview of the current physical and network connectivity within the City of Milwaukie.
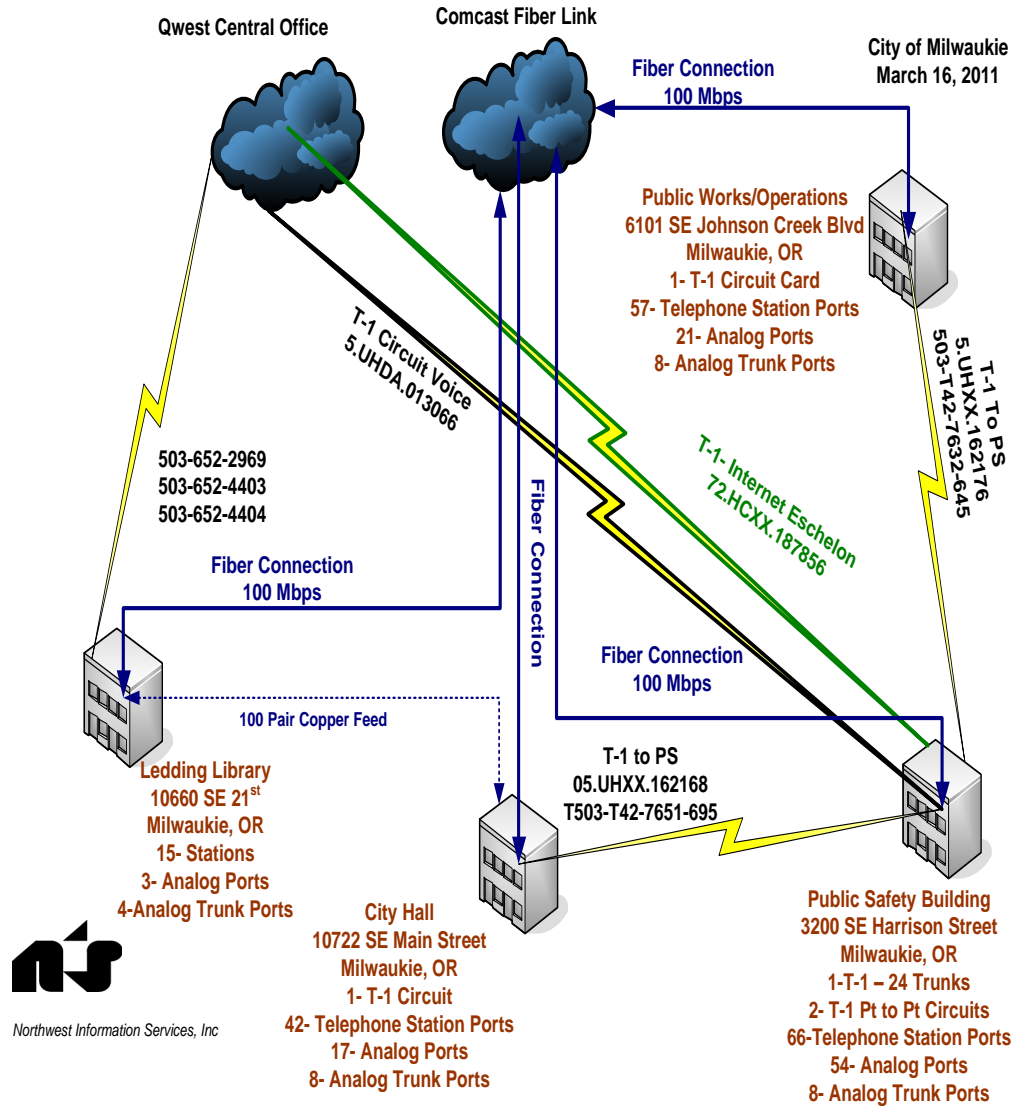
6.1. Data Communications Network

The City has standardized on deploying Ethernet for LANs. They currently utilize a 100Mbps circuit to all locations within the City.

The City currently is utilizing an Integra T-1 (6MB) bonded solution for internet services.

The City is currently utilizing Comcast for data connectivity between the Public Safety Building hub location and the other facilities in its Wide Area Data Network. The City will utilize the current data network services supplied by Comcast for all site locations. The City will utilize the Public Safety Building location as the "Hub" of the network with the potential to utilize the Public Works/Operations location as a backup or secondary "Hub". Planned aggregation point options are:

- o Public Safety Building (Main Location)
- o Public Works/Operations (Possible Secondary/Redundant Facility)

The planned network environment will enable the City to fully utilize the backbone network to implement a redundant core VoIP based network.

6.2. Existing Voice Switching System Peripheral Devices

Device	Location	Description
Voice Mail	Public Safety Building	Tadiran Eight Port System with Automated Attendant menu's used in some City departments.
ACD	No Utilizing Presently	
Overhead External Page and intercom system	Limited	
Call Accounting	Public Safety Building	New Application
Call Recording	Public Safety Building	Application utilized by the Police department only.

7. General Information – Planned Configurations

WAN -

The City desires to use the bandwidth capacity of 100Mbps for each facility. All site locations will be connected as a Star topology utilizing the current 100Mbps connection that shares as little of the pathway as practical and affords the City some redundancy while minimizing costs. A Fiber WAN Logical Design is provided as ATTACHMENT 3 – WAN LOGICAL DESIGN DIAGRAM.

7.1.   City of Milwaukie Locations

City of Milwaukie LOCATIONS	
Public Safety Building	3200 SE Harrison Street
Public Works/Operations	6101 SE Johnson Creek Boulevard
City Hall	10722 SE Main Street
Ledding Library	10660 SE 21st Avenue

8. SYSTEM CONFIGURATION SPECIFICATION

The main VoIP system will be deployed at the Public Safety Building with Survivable Remote Gateways ("SRG"'s) at the City Hall, Ledding Library and Public Works/Operations locations. All Voice Services will be terminated on the main VoIP system located at the Public Safety Building through a PRI-T1 circuit.

The tables below in section 8.1 summarize minimum equipped capacities expected for each physical location. The successful Respondent will be required to conduct its own station review to validate the local configurations and confirm their station deployment plan with the City. It is possible these counts will be revised from information gathered during the station review. For example, it may be practical to replace certain analog phones with VoIP phones.

The drawing below depicts a generalized overview of the future VoIP system for the voice elements of the network. The PSTN side of the network remains traditional TDM telephony. The telephone station side of the network will be new IP phone devices. The City would like to utilize the existing fiber connection from Comcast to support the voice network services and eliminate the current point to point T-1 connections performing this function currently. The City will utilize is current number plan and the DID extensions assigned to the staff. The City will also be changing the current T-1 circuit to a full PRI-T1 terminated at the Public Safety Building to provide caller Line ID for all departments and site locations within the City network. The City will have some basic analog circuits for 911, Security alarms, and Fire alarms for each site location for emergency backup and day to day use.

The City would also request the Respondents to provide a redundant option for both the main system, Voice Mail (If Separate) and E911 Application to either reside in the Public Safety Building or at the Public Works/Operations location.

If the respondents VoIP solution locates the base system and the redundant hardware at the Public Safety Building, then the City would request as an option to have SRG's at the City Hall, Ledding Library and Public Works/Operations locations with a minimum of 4 analog voice trunks and licenses to support the IP devices at each of these locations.

The Following diagram is a recommended VoIP connectivity solution for the City of Milwaukie.

The City is requesting the Respondents to provide description and diagrams of how your solution would accomplish this design or a similar solution.

CITY OF MILWAUKIE NETWORK DIAGRAM

Qwest Central Office

Comcast Fiber Link

Fiber Connection 100 Mbps

PRI-T-1 Circuit Voice New Circuit

Fiber Connection

T-1- Internet Eschelon 72.HCXX.187856

503-652-2969
503-652-4403
503-652-4404

Fiber Connection 100 Mbps

Public Works/Operations
6101 SE Johnson Creek Blvd
Milwaukie, OR
57- Telephone Station Ports
21 Analog Ports
8- Analog Trunk Ports

Ledding Library
10660 SE 21st
Milwaukie, OR
15- Stations
3- Analog Ports
4- Analog Trunk Ports

100 Pair Copper Feed
Fiber Connection

City Hall
10722 SE Main Street
Milwaukie, OR
42- Telephone Station Ports
17- Analog Ports
8- Analog Trunk Ports

Public Safety Building
3200 SE Harrison Street
Milwaukie, OR
1-PRI-T-1
66-Telephone Station Ports
54- Analog Ports
8- Analog Trunk Ports

This voice network design is focused on the use of technology that will enable satisfaction of several requirements related to incoming and outgoing caller identification, business continuation and call flow efficiency. The system specifications presented in the sections below will describe the specific functionality of this voice network design.

The replacement system must fulfill the following system configuration requirements:

8.1. SYSTEM CONFIGURATION SPECIFICATION

The system will be deployed from one aggregation point which is the Public Safety Building with LEC voice services available from the current Provider or from another local service Provider. . The table below summarizes minimum equipped capacities expected for each physical location.

The core replacement system must fulfill the following system configuration requirements:

DISTRIBUTED BASE SYSTEM ONE (1)

Base System Public Safety Building	Required		Licensed		Maximum
PRI-T-1 Trunk Ports Equipped	23		23		92
Analog Trunk Ports (Includes E&M)	8		8		16
VoIP Ethernet Ports	2		2		4
Paging (Intercom) Terminal Interface Ports	1		2		2
Music On Hold Interface	1		1		1
Active VoIP Station Ports	66		66		500
Analog Ports (mixed use – Fax, Analog Phones, Modem, TDD), OPX, external bell/light	54		54		64
Attendant Console	2		2		2
UPS	1		1		1

DISTRIBUTED BASE SYSTEM TWO (2)

Public Works/Operations	Required	Licensed	Maximum
PRI-T1 Trunk Ports Equipped	23	23	92
Analog Trunk Ports (Includes E&M)	8	8	16
VoIP Ethernet Ports	2	2	4
Paging (Intercom) Terminal Interface Ports	1	2	2
Music On Hold Interface	1	1	1
Active VoIP Station Ports	57	57	500
Analog Ports (mixed use – Fax, Analog Phones, Modem, TDD), OPX, external bell/light	21	21	36
Attendant Console	2	2	2
UPS	1	1	2

Base System City Hall	Required		Licensed		Maximum
Digital Trunk Ports Equipped	0		0		0
Analog Trunk Ports (Includes E&M)	8		8		16
VoIP Ethernet Ports	2		2		4
Paging (Intercom) Terminal Interface Ports	1		2		2
Music On Hold Interface	1		1		1
Active VoIP Station Ports	42		42		96
Analog Ports (mixed use – Fax, Analog Phones, Modem, TDD), OPX, external bell/light	17		17		48
Attendant Console	2		2		2
UPS	1		1		2

Ledding Library	Required		Licensed		Maximum
Digital Trunk Ports Equipped	0		0		0
Analog Trunk Ports (Includes E&M)	4		4		16
VoIP Ethernet Ports	2		2		4
Paging (Intercom) Terminal Interface Ports	1		2		2
Music On Hold Interface	1		1		1
Active VoIP Station Ports	15		15		96
Analog Ports (mixed use – Fax, Analog Phones, Modem, TDD), OPX, external bell/light	3		3		24
Attendant Console	1		1		2
UPS	1		1		2

VOICE MAIL SYSTEM

The physical location of the voice mail system will be at the Public Safety Building location. There's no specific need for the centralized system to be at a certain location other than optimization of the physical environment from among the choices.

Voice Mail System	Required		Licensed		Maximum
Ports	12		12		96
Storage capacity[5]	50Gb		50Gb		~
User licenses/VM boxes	200		225		1500
UPS (May be same as for the core server if applicable)	1		1		1

TELEPHONE HANDSET REQUIREMENTS

The City estimates its deployment of IP display telephone station sets in the replacement system configuration at approximately 100% of all existing digital phones. The City is also requesting the respondents to quote Polycom Conference units that will be installed in conference rooms at each site location.

The proposal price of this RFP requests you quote prices for the various types of station sets you offer. The evaluation process will utilize the estimated count of telephone station sets, and types, to be purchased for price/cost comparisons. The actual count of telephone station sets to be purchased will be subject to the successful respondent's station review combined with a cost/value assessment by the City.

POWER CONSIDERATIONS

The City's existing voice switching power failure design, and as equipped, is based on supporting the Public Safety Building and Public Works/Operations location for four (4) hours and each remote PBX two (2) hours. The actual support time for City offices is about one hour.

The City will be installing new Juniper Power over Ethernet (PoE) switching hardware to support all the VoIP telephone devices. The City is requesting the Respondents provide costs for UPS equipment for the Main and Remote locations.

The power failure design for the replacement system should adhere to the current design minimums for the core servers/switches of four (4) hours and each remote server/switch two (2) hours. All IDF closets will be required to have UPS system for a minimum of 2 hours.

DISASTER RECOVERY AND BUSINESS CONTINUATION

If the PSTN phone circuits are disrupted at a server in the Public Safety Building or if the WAN and data link is disrupted, the alternate base system will support telephone functionality albeit at lesser overall capacity. The City expects to reconfigure the PSTN (currently Qwest/Century Link is the service provider) circuits in conjunction with the telephone system configuration that provides business continuation section and satisfies business continuation/disaster recovery needs.

The recommended number of trunks is 23. The City anticipates this quantity of trunks will support a P.01[6] grade of service. A traffic study after deployment of the new switching configuration will be used to verify this grade of service. The gateway servers for the three locations must be capable of expansion options allowing increased growth capacity.

In the Public Safety Building Community room the City maintains an Emergency Operations Center. This application will not be addressed in this RFP document.

DIALING PLAN

The City expects the successful Respondent to utilize the existing direct inward dial (DID's) numbering plan. The following is the current DID number range:

- 503-786-2660-2699
- 503-786-2700-2799
- 503-786-7400-7499
- 503-786-7500-7599
- 503-786-7600-7699

The current dialing plan is four (4) digits with 440 DID number's currently available in the dialing plan.

TRAINING

The City requires the vendor to include in their pricing for on-site user training for all telephone users, attendant consoles and supply a user guide (Quick) that will be placed at each telephone location within the City of Milwaukie site locations. The City would also require they receive certification training for the system solution proposed either from the Respondent or manufacturer. Please provide a recommended course outline and associated costs for the classes along with locations of the training.

9. City of Milwaukie Standard Terms and Conditions

The Standard Terms and Conditions that appear as ATTACHMENT 2 -Standard Terms and Conditions in this RFP will apply to any and all contracts or purchase orders issued pursuant to this RFP. These Standard Terms and Conditions along with this RFP and the vendor response to this RFP are incorporated by reference into any agreement and or purchase order for the services described in this RFP.

ATTACHMENT 1 PROPOSAL RESPONSE FORMS

*Note: All forms must be presented in respondent's proposal. Each Proposal Response Form is identified in the page footer with the designation '**PRF**' associated with the page number.*

Response Acknowledgement and Authorization

Note to respondent: all the response forms, 1 through 6, must be completed and returned as part of the RFP response. Failure to do so may eliminate the response from further consideration.

Respondents shall also submit an email no later than [April 1, 2011] which states their intent to proposal on this opportunity to: **Mike Smith   Mike.Smith@nispdx.com**

Submitted by (Company Name)	
Address	
Address	
City, State. Zip	
Contact Name:	
Contact Phone Number:	
Contact Fax Number	
WEB Page if applicable	
FEIN	

Respondent's legal entity status (Indicate an "x" in each applicable space):

A corporation organized and existing under the laws of the State of Oregon	
A corporation organized and existing under the laws of the State of Oregon _____	
A partnership consisting of, (#) _____, partners ____	
A sole proprietor	
Is licensed to do business in the State of Oregon as a foreign corporation	
Is not licensed to do business in the State of Oregon as a foreign corporation	

References and Qualifications

Submitted By: _____

Provide three references of similar scope. Include reference name, initial service date, address, telephone number, and contact name. These are to be references of the Respondent, not an agent or reseller. In the event sub-Respondents are named in this project, like references are required for each sub-Respondent.

Basic guidelines: References must be for customers with at least three (3) locations receiving services similar to the scope and nature of the services called for in this RFP.

Return this form with an authorized signature acknowledging the above criteria.

Reference 1

Name: _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Contact Phone Number: _____

Initial Service Date: _____

NOTE: Description of the services provided to referenced customer. Be sure to clarify to which component of your RFP response this reference is applicable. Submit three references applicable to each Component of this RFP you are responding to.

Reference 2

Name:

Address :

City, State, Zip:

Contact Name:

Contact Phone Number:

Initial Service Date:

NOTE: Description of the services provided to referenced customer. Be sure to clarify to which component of your RFP response this reference is applicable. Submit three references applicable to each __Component__ of this RFP you are responding to.

Reference 3

Name:

Address:

City, State, Zip:

Contact Name:

Contact Phone Number:

Initial Service Date:

NOTE: Description of the services provided to referenced customer. Be sure to clarify to which component of your RFP response this reference is applicable. Submit three references applicable to each __Component__ of this RFP you are responding to.

Authorized Signature   Date

Printed Name

Response to Requirements and Specifications

EXECUTIVE SUMMARY

(Respondents overview description of its company's solution and how it can best serve the objectives of the City of Milwaukie).

DETAILED SOLUTION DESCRIPTION

(Respondents explanation of its solution best serves the objectives of the City of Milwaukie*.* Use this section to explain, in detail, how your proposed solution best fits the requirements of the City. You are encouraged to present maps, drawings or other representative illustrations of your strategic approach.). **Be certain to segregate your solution description(s) according to each site location. .**

Requirements Questionnaire

DESCRIPTION: Voice switching system replacement including maintenance, upgrades, MAC and repair support for the replacement voice switching system with an optional supplemental extended warranty service agreement and MAC support.

The following requirements apply to the configuration specification presented in SYSTEM CONFIGURATION SPECIFICATION beginning on page 15.

> **Respondent shall complete the "Understand and Comply" column below and indicate whether or not you understand and comply with the RFP requirements. All "No" answers require a full written explanation by adding a narrative page within the response form referencing the applicable section number. The City will consider a rationalization of a" No" answer within the context of the objective of a requirement specification.**
>
> **Any misrepresented answer to a question or requirement can disqualify respondent.**

CORE VOICE SWITCHING SYSTEM REQUIREMENTS

MANDATORY Requirement Description	Understand & Comply YES/NO
1.	Telephone System shall be the manufacturer's most recent release at time of installation. Included in initial installation shall be any additional releases of software/hardware that the Manufacturer issues within six months of acceptance.	
2.	The system must offer converged voice and data using the same underlying technology as the Internet (TCP/IP), with voice being transmitted over local area networks (LANs) and wide area networks (WANs). The solution must be comprised of control elements, media gateway elements, applications, and a wide portfolio of desktop IP peripherals for small, medium, and large sites	
3.	Uniformity of telecommunications technologies within the common manufactured system that will also allow for simple system administration and alarm / performance surveillance and common spares.	
4.	The system shall provide G711 and G729[vii] compression on call transmission within the LAN/WAN network.	
5.	The capability to conduct system programming of global features and functionality at the dual core switch level with automatic propagation to both core communication servers, and to each remote communication server.	
6.	System shall have deployed or scheduled deployment of SIP[viii] based protocol phones.	
7.	Station Connectivity: Supported connections must include these options:	
7.1.	A 10/100BaseT Ethernet connection is required for the IP sets to connect through an Ethernet LAN to the system. PoE handsets are required to have two 10/100 Ethernet ports. One for the phone and one for daisy chaining a PC.	
7.2.	Line power to an IP phone via the Cat 5/5e/6 cabling, either supported by the City active electronics or active electronic upgrades (switches, power hubs, etc.) provided by the Respondent.	
7.3.	On-premises analog station ports (24V per port) are required for industry standard DTMF analog telephone sets. The external loop resistance on these stations must be 600 ohms or less, and the loop length must be 5,000 ft. (1500M) on 26-gauge wire.	
7.4.	Off-premises analog lines (48V per port) for industry standard sets or devices where the external loop resistance exceeds 600 ohms or where lightning surge protection is required. The maximum resistance on these must be 1800 ohms or less, and the loop length must be 19,000 ft. (5800 m) on 26-gauge wire.	
7.5.	Provision for support of external bells or lights. Required for warehouse and transportation.	
8.	Network Connectivity: Supported connections must include these options:	
8.1.	Analog Trunks	
	8.1.1. Loop Start/Ground Start (via peripheral);	

MANDATORY Requirement Description	Understand & Comply YES/NO
8.1.2. E & M (via peripheral);	
8.1.3. Direct Inward Dial (DID);	
8.1.4. ISDN Connectivity	
The system must support multiple Integrated Services Digital Networking (ISDN) protocols and provide ISDN connectivity. The system must connect to the ISDN public network and data devices (such as routers, video conferencing equipment, and servers) by using PRI or BRI. The system must be able to take advantage of the following features to capture and control costs, analyze peak periods, and fine tune network resources accordingly for both voice and data calls.	
9. Digital Trunks	
9.1.1. T1/D4, E1	
9.1.2. Primary Rate Access (PRI)	
9.1.3. Basic Rate Access (BRI).	
10. ARS/LCR (Automatic Route Selection/Least Cost Routing);	
11. SMDR (Station Message Detail Recording);	
12. Limited Toll Restriction;	
13. Trunk Diagnostics;	
14. Networking Feature Transparency when using switched (call by call) ISDN.	
15. IP Networking Connectivity	
16. IP networking features must allow branch-to-branch voice traffic between multiple controllers to be routed over the organization's LAN/WAN infrastructure	
17. The system must support all traditional voice features over IP networking.	
17.1.1. Point-to-point T1;	
17.1.2. Dial-up switched calls over the ISDN public network; and/or WAN data network providing point to multi-point.	
18. The system must provide fully featured call control services using an industry standard real time operating system. In this context, fully featured means all of the features and functionality traditionally associated with a TDM PBX such as multiple levels of call forwarding, message waiting, advisory messages, conference calling, account codes call barring, least cost routing, night service, and so on.	
19. Reliability	
19.1. The IP switching core must be non-blocking.	
19.2. Voice traffic must have priority over data and other non-real-time communications traffic.	

MANDATORY Requirement Description	Understand & Comply YES/NO
19.3. The system must support QoS (Quality of Service) and the Standard 802.1p for voice prioritization.	
20. Fault Resiliency	
20.1. The system must provide the ability to configure controllers in a primary controller / secondary controller configuration. The secondary controller must be able to provide call control services to all phones on the primary controller in the event that the primary controller fails. Phones must be able to auto-register with the secondary controller in the event that the primary controller fails. When the primary controller is back on-line, the phones must automatically re-register with the primary controller. There must be no loss of service when control is switched from the primary to the secondary controller.	
20.2. The secondary controller must be configurable in a geographically dispersed (i.e. across the WAN) location to provide an even greater degree of protection against disruptions at the primary site (i.e. flooding, etc.).	
20.3. A controller must be able to function as the primary controller for a group of phones and act as a secondary controller for another group of phones.	
21. The Telephone System must support MAT (Maintenance and Administration Terminal) software that will facilitate administration of the systems through the City's LAN/WAN. Additionally, the City will be supplied with MAT software that can be installed on a City supplied PC for local direct access to any supplied switching node.	
21.1. Remotely accessible via LAN/WAN MAT terminal.	
21.2. Remote System Maintenance Access. The System shall be equipped with remote access via dial-up modem for remote maintenance.	
22. The capability to provide "Music On Hold" from a customer provided audio source unique to each communication server (switch) site.	
23. The capability to connect a call accounting system via a CDR (Call Detail Recording) port and the provision of internal, local and long distance call detail data	
24. Hot Desking Function. The system must be able to provide a "Hot Desking" function, whereby:	
24.1. A pool of phones is being shared by a number of users;	
24.2. A user has a specific Directory Number, but not a specific phone;	
24.3. When the user logs into a shared phone, the user's attributes are assigned to that phone. Attributes would include: directory number, class of service, call forwarding, voice mail and message waiting, feature keys, speed dial keys, and call restrictions.	
25. The system must have the capability of integration to the existing overhead paging system via station or trunk ports so that various paging scenarios can be activated via any telephone station.	
26. Support for a special purpose speakerphone like the Polycom Soundstation2 or Soundstation2W (Wireless).	

MANDATORY Requirement Description	Understand & Comply YES/NO
27.	E 911 and 9-1-1 calls from any telephone within the proposed systems must be capable to identify the physical address of the calling station to the PSAP with the use of **optional** CAMA trunks or PRI with the necessary database maintenance, for example through PS/ALI services.	
28.	Integration of software between the voice switching system and the PS/ALI database to automatically refresh the PS/ALI database with changes to the switching system database(s) resulting from MAC activity.	
29.	Telephone Directory Capability for Location Identification	
30.	Embedded On-Site Notification – 911 calls must to a minimum raise an alarm at the attendant console (preferably via distinctive ringing) or defined display sets attached to the PBX for on-site staff to assist emergency response personnel.	
31.	E911 Support for other emergency numbers: Emergency calls are not limited to 911. The solution must support any digit string that can be designated as emergency (e.g. 3333 is a violent person notification in healthcare), and sent to the attendant console or defined display sets.	
32.	E911 Logging and Reporting: All 911 calls must be logged and be exportable for reporting purposes. Describe.	
33.	Support for E911 Dispatching options - The capability for on-site and off-site. 911/E911/Emergency notification via pagers, cells, wireless, cordless, wired, etc. and the announce mechanism. Minimally, the 911 call will route directly to the PSAP and concurrently bridge up to six (6) designated other extensions or external numbers.	
34.	The Telephone System shall have Computer Telephony Integration (CTI) integration capability to enable future connectivity to interactive voice response systems or other such devices.	
35.	The ability to adjust the audio volume on telephone sets and attendant console.	
36.	A methodology for managing calls in the event of a power failure exceeding the battery backup capacity.	
37.	Toll fraud protection plan and associate features to prevent unauthorized people from breaking into the system and dialing out to anywhere.	
38.	The capability for a station user to initiate a ten or more party conference including both internal and external callers with optional password protected access.	
39.	Attendant PC Workstation Optional Capability: Support for Centralized Attendant Services (CAS) and Network Attendant Services (NAS). Displays call processing status, directory and related information windows for call control and monitoring.	
40.	Incoming Caller ID Visual indication of Caller ID with the capability to forward the original Caller ID with a transferred call and again on a subsequent transfer.	
41.	Outgoing Caller ID The system transmits the DID number identification of the outgoing caller's station, with the option of blocking on a station-by-station basis.	

MANDATORY Requirement Description	Understand & Comply YES/NO
42. Direct Emergency Dial Numbers Ability to dial a set of emergency numbers like 9-1-1 without having to dial an access code, and guarantee of outside access availability.	
43. Distinctive Inside / Outside Ringing Different ringing tones for inside versus outside calls.	
44. Do Not Disturb Calls will not ring and transfer immediately to voice mail or coverage.	
45. Group Call Pick up Pick up an undetermined ringing station from another station.	
46. Group Extensions and Ringing Groups of stations can have the same extension number.	
47. Individual Call Pick up Pick up a specific ringing station from another station.	
48. Message Waiting Display on Telephone Set Indication of voice mail messages is unread.	
49. Multiple Extension Assignments per Station Each station can have more than one extension number assigned.	
50. Mute Mute mouthpiece of phone.	
51. Personal Telephone Directory(Speed Dial) Ability for each station to have a personalized list of frequently called numbers.	
52. Redial Redial the last number called.	
53. Transfer Indication Indication of where incoming call has been transferred.	
54. Visual Indication of Parked Calls and Time on Park Station to have indication of park zones and the time the call has been placed in the park zone.	
55. The capability to deploy portable IP phones, with a cell phone like form factor, that can function as telephone stations that access the voice switching platform via existing wireless data access points.	
56. A "one number" capability for users, based on a class of service, to have the phone system ring both their cell phone and their desk phone simultaneously. Upon the user accepting the call at either appliance, then the system would drop the other attempted route call delivery.	
57. A visual notification of the second call waiting or to be transferred while a station user is on a call.	
58. The ability to integrate a wireless headset.	
59. Standard Intercom options for station to station intercom and all-calls.	
60. Call Recording The ability of any telephone user to record a conversation by dialing an access code or pressing a feature button. This recording must capture the entire conversation whether the user starts the recording in the middle or the end of the conversation. This recording must be exportable inside and outside of the City of Milwaukie network.	

DESIRABLE Capabilities Description		Understand & Comply YES/NO
61.	A capability for integration to support legacy TDM (Time Division Multiplexing) applications such as call recording and other CTI or legacy TDM applications.	
62.	A voice activated dialing capability similar to how cellular companies offer voice recognition features for dialing names in the phone directory.	
63.	The ability to completely mute the ringer of the telephone set.	
64.	A TTY option at the phone set or Soft Phone.	
65.	Blue Tooth compatibility in a VoIP station appliance (stationary or wireless).	
66.	The capability for the system to capture caller ID information and store it in a database for non-real time manipulation offline.	
67.	The ability to initiate a page to another phone station and override the user status to intercom pages that user over their phone's speakerphone.	
68.	The capability to selectively program a station to ring more than the standard ring count before routing to voicemail, with the flexibility to set the ring count by day or time of day, or linked to Microsoft Exchange/Outlook integration. Optionally capable of permitting the station user to set the number of rings before forwarding.	
69.	The capability to launch automatic transmittal of PS/ALI database updates to the LEC.	
70.	Extensions List	Visual display of all extensions with names/location and associated numbers of the phone system.	
71.	Multiple Call Handling	Ability for a single station to handle 10 or more simultaneous calls.	
72.	Multiple Redial	Redial the last 10 numbers called.	
73.	Recent Callers List and Call back	List of 20 or more recent callers and the ability to call them back. Indication if call was answered is preferable.	
74.	Telephone Call Control Integration	Ability to integrate call control functions into other PC applications or Web browsers.	

VOICE MESSAGING SYSTEM REQUIREMENTS

	Understand & Comply
MANDATORY Capabilities Description	YES/NO
Telephone System must integrate with a centralized **Voice Messaging System (VMS)**. *The Voice Messaging system shall support the following minimum requirements:*	
1. LAN/WAN based access for system administration. The VMS shall be equipped with Maintenance and Administration software that will facilitate administration of the systems through a WAN. Additionally, software is supplied that can be installed on a customer supplied PC for direct access to the Voice Mail system from any port on the applicable LAN/WAN.	
2. Redundant disk drives. RAID (Redundant Array of Inexpensive Disks) is the typical technology.	
3. Multi-lingual mailbox option with a minimum of three languages	
4. The ability to support VoIP protocols natively	
5. The VMS will automatically set a visual message waiting indication on the subscriber's telephone set (at the host system site and remote switch sites) or if the telephone set is not equipped with a visual indicator, then stutter dial tone must be provided to indicate to the user that a message is waiting.	
6. Station users may directly forward callers to voice mailboxes when a telephone extension is busy or not answered.	
7. Callers forwarded to the VMS will be able to press a DTMF key to escape to an operator or to the automated attendant for accessing another extension.	
8. Automatic Overnight Maintenance.	
9. Backup and restore capabilities.	
10. Toll Fraud control capabilities enabling the system administrator to manage toll fraud risks.	
11. Capacity to serve at least 250 users, expandable to 500 without limitation on the number of messages that may be stored in a mailbox, with the capability of the system administrator to assign class of service limits to each mailbox.	
12. The ability to archive and store some voice messages indefinitely.	
13. Record messages, send and mark "urgent", "private", etc.	
14. Transfer messages to other users and append them with their own comments	
15. User can edit / Modify individual mailbox distribution lists	
16. User can record personal greetings	
17. User can record a temporary greeting with an expiration date.	
18. Obtain user instruction through system prompts	
19. Full reporting capability including	
19.1. Individual Subscriber Usage Activity Report A report enabling analysis of usage on specific mailboxes to track information such as: message storage, messages recorded and sent, messages received, bad password disconnects, average accesses per day, new messages auto-deleted and archived messages auto-deleted.	
19.2. Single Digit Menu Call Processing Summary Report Tracks what callers do when they reach a particular mailbox. It tracks the total number of calls and shows the number of calls distributed to all allowable selections.	
19.3. Channel monitoring of current activity of functioning call channels to identify which channels are not functioning.	
19.4. Disk space utilization	

		Understand & Comply

19.5.	Log of overnight cleanup of expired files, messages, etc.	
19.6.	Log of alarms generated	
19.7.	Summary of database statistics	

		Understand & Comply
DESIRABLE Capabilities Description		YES/NO
20.	The ability to program multiple message waiting notification appearances on a single telephone station. This requirement relates to a common area where multiple phone users have access to a common phone set but need to determine individual visual message waiting notifications.	
21.	A "voice recognition" whereby the caller can merely speak the name of the desired contact for access.	
22.	Text-to-speech – the capability of the system to speak textual content such as E-mail messages in a Unified Messaging scenario.	
23.	The ability to program a "question and answer" mailbox that can be programmed to ask a series of questions and record the respondent's answer as a single message with recorded delimiters for each question answered.	
24.	The ability to activate the recording of a call as a voice message, programmable as a class of service for any station.	
25.	TTY/TDD support that fully complies with US government Section 508 and Section 255 requirements. Provides message accessibility for disabled callers and hearing-impaired employees and callers -- and one mailbox for voice and TTY.	
25.1.	View of the average and maximum times each service had to wait to acquire a channel.	

UNIFIED MESSAGING SYSTEM REQUIREMENTS

		Understand & Comply
MANDATORY Capabilities Description		YES/NO
1.	ISS (Message Synchronization Service) which provides redundancy by duplicating messages in various storage locations to track all changes in message status, and provides full synchronization of all message types.	
2.	Integrated Fax Mailbox option.	
3.	Microsoft Exchange/Outlook 2010 integration.	
4.	Supports multiple languages	
5.	User administration of their own selectable features such as paging, personal automated attendant, message forwarding, etc.	

	Understand & Comply
DESIRABLE Capabilities Description	YES/NO
6. Offers enhanced features and functionality to the employee who is traveling and is away from the office most of the time, e.g., calendar, contact list, meeting scheduler, tasks, audio E-mail, visual voice E-mail access	
7. Message notification options include: SIP MWI (RFC 3842), Light the Light on phones - SMDI MWI (over RS-232 or TCP/IP), Cell phone text message notification (SMS MWI), Email notification (notification alone, notification with .wav attachment, or notification with URL), TCAP MWI, Outcall to pager, Outcall to phone	
8. Media Types Supported include: G.711, G.723.1, G.729, TDM voice, Analog G3 Fax, H.263 and MPEG-4	
9. Protocols supported include: SIP (RFC 3261), PRI, ISUP, SS7 TCAP, SMDI, SIP MWI (RFC 3842), SMPP, SMTP, POP3, IMAP4, Oracle SQL, SNMP,	

AUTOMATED ATTENDANT REQUIREMENTS

	Understand & Comply
MANDATORY Capabilities Description	**YES/NO**
1. Supports multiple automated attendants, accessible manually by dialing a mailbox number or automatically through Telephone System call routing routines.	
2. The flexibility to allow pre-recorded Automated Attendant prompts linked as a library to an Automated Attendant routine to enable the administrator to enable or disable and store the messages depending on variables. For example pre-recorded job openings not requiring re-recording long greetings but instead point to the library as needed in the application.	
3. Multiple directory groups, one for each department with Automated Attendant capabilities.	
4. The ability for callers to reach any extension by dialing the extension or accessing an automated attendant directory feature to dial by name. The caller would dial the first few digits of the called party's first or last name as programmed by the system administrator.	
5. Automatic Time of Day, weekend, holiday scheduling of afterhours call processing with separate greeting options for time scheduled call handling which will be automatically selected.	
6. DID addressable, multiple alternate automated attendant scenarios. For example a department may create its own, unique and separate automated attendant scenarios by programming an Automated Attendant mailbox with its own menu choices such as transfer to another extension, mailbox or even a speed dial code.	
7. Call screening option, assignable as a class of service feature. Call screening enables presentation of the calling party ID and allows the called party the option of accepting or rejecting the call.	
8. Single key or multi-key options. Programmable to enable callers to enter an extension or limit callers to only a single key choice from a menu.	
9. A capability for the system administrator to establish informational mailboxes with single digit exit options to other mailboxes or pre-designated extensions and/or the ability for the caller to access an automated attendant directory and dial a specific extension.	
10. Off line database administration. (The ability of the system to import and export a directory database for off-line creation update and administration)	
11. The ability to allow a caller to select an option at the automated attendant that would put the caller into a call pickup queue and then page the intended recipient (or department). Then take the call back if no response.	

	Understand & Comply
DESIRABLE Capabilities Description	**YES/NO**
12. Speech enabled directory	

ACD (AUTOMATIC CALL DISTRIBUTOR)/CALL CENTER REQUIREMENTS

	Understand & Comply
MANDATORY Capabilities Description	YES/NO
1. The ACD shall have the capability of programming multiple queues such as for alternate languages, special ADA situations or other specialized services.	
2. The ACD must have the capability of pre-programming for high call volume events or disaster recovery situations to process queues on a priority basis. For example the calls to a "City Emergency" queue can be processed and completed faster than all other types. Accordingly, that queue might be assigned priority during unusually high call volume events.	
3. The ACD will have the ability for ACD supervisors, managers, etc. to observe quality of customer service between the agent and callers from a telephone set without side jacking or creating awareness to the caller.	
4. Visual queuing for ACD agents. The ability to visually display calls in queue for multiple (minimum of 3 queues) queues. This application is intended to allow a dispatcher the ability to selectively choose specific incoming calls based on current emergency conditions. The supervisor will have up to 3 queues of calls. Normally calls will be answered in the order received; however, during emergency situations, the agent needs the ability to visual review all callers in the various queues and selectively answer a specific call.	
5. The ACD must have functional capabilities including:	
5.1. Order of arrival queuing	
5.2. Overflow to secondary groups or Voice Mailbox	
5.3. Call transfer	
5.4. Priority Queuing	
5.5. Remote diagnostics	
5.6. After call work (wrap-up) button (Work timer)	
5.7. Incoming call ID	
5.8. Assistance button/dial code	
5.9. Emergency indicator	
5.10. Operator headsets (GN Netcom & Plantronics)	
5.11. Alert with incoming call	
5.12. Distinctive Ringing	
5.13. Work state button	

5.14.	Call waiting indicator	
5.15.	Mute (cough) button	
5.16.	Hold button	
5.17.	Speed dialing	
5.18.	Conference calling	
5.19.	Individual logon identification	
5.20.	Ability to prioritize Trunks	
5.21.	Ability to research historical data	
5.22.	Ability to move agent queue assignments dynamically	
5.23.	Ability to set queue priorities	
5.24.	Ability to conference with agent and caller	
6.	ACD Reporting Capabilities: The ACD should have the capability of creating statistical records (with date and time stamp) on a periodic basis for management reports without taking the system system-down. At a minimum, the statistics detailed must be programmable at any interval. Reports give supervisors snapshots of the ACD's performance and status. This allows them to react appropriately to evolving conditions. Abandoned calls, for example, can be monitored to determine the waiting-for-service tolerance of callers compared to the number of calls in queue. Additionally, agent productivity can be compared at a glance to determine who may need help in speeding up after call work. At minimum the real-time reporting should include:	
6.1.	Agent Reports: Should include a list of all active agents during current interval (i.e.: 30 minutes), the current activities of all agents (what queues their assigned) and the status of each active agent (available, on a call, on break, etc.). Ideally real-time agent reports would include the following: agent name, queue assignment, current status, how long in that status and total calls taken this interval	
6.2.	Queue Reports: Should include a list of all activities for a specific queue during the current interval (i.e.: 30 minutes), the current activities of the queue including how many calls are currently waiting in the queue, how many calls have been answered and how many calls have abandoned in the current interval. The real-time queue report would ideally also show how long the oldest call waiting has been holding in queue.	
6.3.	Historical Reporting: Historical reports display, report and summarize the past performance of any measured subset of the ACD. Historical reports display past data for various agent and queue activities, such as number of ACD calls, abandoned calls, average talk time and average speed of answer.	

6.4. Announcement Play Reports: Most inbound contact centers have delay and informational announcements. The Announcement Play report displays the total number "plays" for each announcement for the interval requested	
6.5. RONA Reporting: RONA (Redirect on No Answer) reporting allows contact center supervisors and managers to determine how often a call was prompted to an available agent where the agent did not answer the call.	

	Understand & Comply
DESIRABLE Capabilities Description	YES/NO
7. Skills Based Routing	
8. Abandoned call removal	
9. The ability of the system to detect the number of callers in queue and ACD call processing statistics, and then announce to the next caller the estimated wait time until answer.	
10. The ACD should have the capability of a digital voice and data recording system that will allow selective or full-time recording of each caller transaction for training, or other purposes. The recording capability coordinates monitoring, logging, evaluation, archiving and retrieval functions of agent activity. Plus, it should enable integrated monitoring, evaluation, reporting and coaching tools for contact center supervisors. It should also have the capability for inbound and outbound voice applications for playback, live access, voice response, conferencing and notification.	

CALL ACCOUNTING SYSTEM REQUIREMENTS

	Understand & Comply
MANDATORY Capabilities Description	YES/NO
1. Support for Caller ID / ANI	
2. Report to ASCII	
3. Report from Prior Period (at least 6 Months)	
4. Capture Calls Directly to a PC	
5. Support External Buffer Boxes	
6. User Modifiable Cost Tables	
7. International Country Tables	
8. Assign Call Cost by Department	
9. Password Protected	
10. Import / Export Data	
11. Authorization Codes	
12. Multi-Site Call Accounting	
13. Real Time Call Capture	
14. Capture Calls from an IP Port	

	Understand & Comply
DESIRABLE Capabilities Description	YES/NO
15. Report Preview	
16. Report to PDF File	
17. Report to Email	
18. Report to Excel	
19. Automatically Close Period	

MAINTENANCE AND SUPPORT OPTIONS

The City is desirous of acquiring maintenance and support services from the successful Respondent. However, the terms and conditions of the maintenance and support agreement will include Service Level Agreement criteria. The proposal price section of this RFP will enable you to present your pricing options for various maintenance and support services over a period of five (5) years.

SOFTWARE LICENSING

If Respondents proposed system includes several features that require purchase of a license or a subset of licenses, Respondent must provide a detailed explanation of its license fees structure. Be certain to explain you're pricing in prescriptive detail in the Price Proposal section of this RFP

E 911 Management & Administration Requirements Questionnaire.

This component may be provided by respondents as an integrated function or it may be a stand-alone system or service with automation integration to the voice switching system platform. The City is seeking automation to the PS/ALI system support with system tools so MAC (move, add, changes) activity at the serving voice switch involving Direct Inward Dial (DID) numbers, extension numbers and location data are processed and exported to the National ALI Data Center without further manual intervention.

In regards to the Describe questions please provide a full explanation in layman's terms how your solution performs those specific functions.

	Requirements Questionnaire- E-9-1-1 Management & Administration	Comply (Y/N)
1.	The ability to develop and maintain an Automatic Location Identification (ALI) database.	
2.	The ability to track and manage digital, analog and IP phones.	
3.	Describe how updates are sent to the regional ALI database that will ensure synchronization and up-to-date records.	
4.	Describe the administrative requirements for updating the ALI database using your system	
5.	Describe the reporting capabilities of the ALI updating system/process	
6.	Describe if the system is capable of supporting more than one regional ALI database	
7.	VoIP or Hybrid PBX/VoIP is a turnkey solution to provide an organization with an efficient and cost effective way to manage its E-911 database.	
8.	How is discovery and management of the Hard/Soft phone and its location within the enterprise mapped and reported within the system?	

9.	Is the technology and configuration based on subnet, or desktop, or both?	
10.	How will the PS/ALI database upload to regional E-911 data services centers be accomplished? Will it be based on subnet, or desktop, or a combination of both?	
11.	Will the VoIP system provide for proper call routing of the E-911 call, with callback capability to the desktop?	
12.	Create the database to NENA standards.	
13.	Transmit data to the Automatic Location Information regional data repositories and/or adjunct equipment.	
14.	Provide detailed/customized reports.	
15.	Requires Gateway Services as appropriate from the ILEC.	
16.	Maintains all stations, both DID and non-DID	
17.	Incremental or full switch data change downloads.	
18.	Data is maintained in strict confidence.	
19.	Database is not accessible from external network.	
20.	Data is backed up daily, with off-site copies maintained	

Performance and Service Levels

The following table of performance levels is applicable to services provided by the successful Respondent under a maintenance and repair agreement The City of Milwaukie's Police Department business hours are 24 x 7 which need to be taken into consideration for the Performance and Service Levels response times for major problems.

Activity	Description	Understand & Comply	
	NOTE: Supplement notes as a continuation of this form explaining any "NO" responses.	Required	YES/NO
Maintenance and repair response time	In the event of a notice to service provider of a service failure requiring maintenance or repair service, service provider will respond for a ---		
	Major Problem[1]: • Remote access to the system within 30 minutes from the time of a major outage or trouble call • Technical staff on site (if required for repair) within 2 business hours of a major system trouble call or outage.	100%	
	Minor Problem[2]: • Remote access into system within one hour of a trouble • Technical staff on site (if required for repair) within 8 business hours of a trouble call.	100%	
Financial Penalties	Except for Force Majeure events, in the event the outage is not repaired and restored to service within one business day, service provider will issue a credit to the City according to a contractually agreed upon SLA Definition. A sample SLA Definition can be found in Attachment 8 Automatic credits will be issued by service provider once this SLA is exceeded.	100%	
Problem Resolution	Interface with other City and Respondent support groups to provide problem resolution.	100%	

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[1] A Major Problem is defined as that necessitates by a major failure of the system to operate as required for the following example reasons:
- An attendant/main answering position is incapable of answering or passing calls.
- A majority of any group of central office trunks, tie lines or system extensions is inoperative.
- ACD System station or supervisor issues
- WAN Networking communications.
- A majority of lines or stations within the system or within any department are inoperative.
- Automated attendant or voice mail inoperative
-

[2] A Minor Problem is defined as a deficiency in the operation or performance of the service but the problem is not preventing the user from making or receiving calls, messages or applicable textual information. Examples include feature programming questions, moves, adds, changes, or unexplained feature/functionality changes.

NOTE: Supplement notes as a continuation of this form explaining any "NO" responses.		Understand & Comply	
Activity	**Description**	**Required**	**YES/NO**
Technology Advancements	Keep the City Management aware of any new applications, feature functionality, or availability enhancements to the proposed system hardware and software solution.	100%	

Selected Respondent Responsibility and Competency

The City will evaluate Respondents overall competency to deliver and support the VoIP system replacement.

The City may request financial responsibility information during the evaluation process.

The table below outlines criteria that will be assessed and determined from Respondents proposal. Respondent is requested to apply its self-evaluation.

NOTE: Supplement notes as a continuation of this form explaining any response is invited.	Understand & Comply
Requirement Description	**YES/NO**
The respondent shall provide competent, qualified personnel to install and manage the services on an ongoing basis and provide a single point of contact for service related, billing, and management issues for the proposed services. Please provide local Technicians resumes and their certification class information that will support the proposed solution to this VoIP RFP.	
The respondent must be regularly in the business of providing the services proposed, must be licensed and bonded to work in the State of Oregon.	
The respondent must be capable to furnish all necessary materials, equipment, labor, transportation, insurance, and incidentals for the execution and completion of the network build. Respondents must comply with all federal, state, and local statutes or ordinances which may apply to the network construction.	
The City requires that technical and billing support is available to answer questions and resolve billing and support issues. The support need not be local as long as the respondent guarantees the service level meets the City requirements.	
The City requires that the selected respondent be a financially reliable, ongoing business with resources and a business model that the City can rely upon for the projected agreement term.	

PROPOSAL PRICE

Respondent is requested to present its proposed costs using the Microsoft Excel ® form included (See Attached).

AVAILABILITY SCHEDULE

The City will conduct interviews and expect the Respondent finalist to provide a system demonstration that would be of similar requirements as the City. This demonstration can take place either at a City of Milwaukie location or a Respondents reference location from April 26 through April 29, 2011.

The VoIP system project replacement is expected to be completed by July 30, 2011. The City of Milwaukie's fiscal year ends on June 30, 2011. It is the desire of the City of Milwaukie that this VoIP system is in live operation for the Police Department on July 29th and all remaining City staff on August 1, 2011 by 7 AM. It is also requested the successful Respondent have technical and training personnel on site to answer any staff questions among the four locations.

Respondent is required to present a project implementation plan and description of its project management approach, including a listing of personnel or positions, staffing size and method of managing the scope of work. The City is expecting a detailed and prescriptive presentation of your implementation plan and project management approach. A casual answer to this element of your proposal will cost you evaluation points.

ATTACHMENT 2 -Standard Terms and Conditions

CONTRACT #_____

Agreement With the City of Milwaukie, OR

FOR VOIP VOICE COMMUNICATION SYSTEM REPLACEMENT

THIS AGREEMENT made and entered into this (Day) day of (Month), (Year) by and between the City of Milwaukie, a municipal corporation of the State of Oregon, hereinafter called City, and (Contractor's Name), hereinafter called Contractor.

RECITALS

WHEREAS City has need for the services of a company with a particular training, ability, knowledge, and experience possessed by Contractor, and

WHEREAS City has determined that Contractor is qualified and capable of performing the professional services as City does hereinafter require, under those terms and conditions set forth,

THEREFORE the Parties agree as follows:

1. **SERVICES TO BE PROVIDED**

    Contractor shall initiate services immediately upon receipt of City's notice to proceed, together with an executed copy of this Agreement.

    Contractor agrees to complete work that is detailed in Exhibit A and by this reference made a part hereof. Contractor may have some contact with the public in the course of performing this contract and shall maintain good relations with the public. Failure to maintain good relations with the public shall constitute a breach of the contract. The City may treat the failure to maintain good relations as a non-curable breach allowing the City to terminate the contract and to disqualify Contractor from future work for the City.

2. **EFFECTIVE DATE AND DURATION**

This Agreement shall become effective upon the date of execution, and shall expire, unless otherwise terminated or extended, by (Month – Day – Year). All work under this Agreement shall be completed prior to the expiration of this Agreement.

3. **COMPENSATION**

City agrees to pay Contractor not to exceed (Amount in written form) ($Amount in numerical form) for performance of those services described herein, which payment shall be based upon the following applicable terms:

A.   Payment by City to Contractor for performance of services under this Agreement includes all expenses incurred by Contractor, with the exception of expenses, if any identified in this Agreement as separately reimbursable.

B.   Payment will be made in installments based on Contractor's invoice, subject to the approval of the City Manager, or designee, and not more frequently than monthly. Payment shall be made only for work actually completed as of the date of invoice.

C.   Payment by City shall release City from any further obligation for payment to Contractor, for services performed or expenses incurred as of the date of the invoice. Payment shall not be considered acceptance or approval of any work or waiver of any defects therein.

D.   Where applicable, Contractor must make payment promptly as due to persons supplying Contractor labor or materials for the execution of the work provided by this order. Contractor must pay all contributions or amounts due from Contractor to the Industrial Accident Fund incurred in the performance of this order. Contractor shall not permit any lien or claim to be filed or prosecuted against City or any subdivision of City on account of any labor or material to be furnished. Contractor further agrees to pay to the Department of Revenue all sums withheld from employees pursuant to ORS 316.167.

E.   If Contractor fails, neglects or refuses to make prompt payment of any claim for labor or services furnished to Contractor or a subcontractor by any person as such claim becomes due, City's Finance Director may pay such claim and charge the amount of the payment against funds due or to become due the Contractor. The payment of the claim in this manner shall not relieve Contractor or their surety from obligation with respect to any unpaid claims.

F.   If labor is performed under this order, then no person shall be employed for more than eight (8) hours in any one day, or forty (40) hours in any one week, except in cases of necessity, or emergency or where the public policy absolutely requires it,

and in such cases, except cases of contracts for personal services as defined in ORS 279A.055, the labor shall be paid at least time and a half for all overtime in excess of eight (8) hours a day and for all work performed on Saturday and on any legal holidays as specified in ORS 279B.020. In cases of contracts for personal services as defined in ORS 279A.055, any labor shall be paid at least time and a half for all hours worked in excess of forty (40) hours in any one week, except for those individuals excluded under ORS 653.010 to 653.260 or under 29 USC §§ 201-209.

G.   Contractor shall promptly, as due, make payment to any person, co-partnership, association or corporation, furnishing medical, surgical and hospital care or other needed care and attention incident to sickness or injury to the employees of Contractor or all sums which Contractor agrees to pay for such services and all moneys and sums which Contractor collected or deducted from the wages of employees pursuant to any law, contract or agreement for the purpose of providing or paying for such service.

H.   The City certifies that sufficient funds are available and authorized for expenditure to finance costs of this contract.

4.   **OWNERSHIP OF WORK PRODUCT**
City shall be the owner of and shall be entitled to possession of any and all work products of Contractor which result from this Agreement, including any computations, plans, correspondence or pertinent data and information gathered by or computed by Contractor prior to termination of this Agreement by Contractor or upon completion of the work pursuant to this Agreement.

5.   **ASSIGNMENT/DELEGATION**
Neither party shall assign, sublet or transfer any interest in or duty under this Agreement without the written consent of the other and no assignment shall be of any force or effect whatsoever unless and until the other party has so consented. If City agrees to assignment of tasks to a subcontract, Contractor shall be fully responsible for the acts or omissions of any subcontractors and of all persons employed by them, and neither the approval by City of any subcontractor nor anything contained herein shall be deemed to create any contractual relation between the subcontractor and City.

6.   **STATUS OF CONTRACTOR AS INDEPENDENT CONTRACTOR**
Contractor certifies that:

A.   Contractor acknowledges that for all purposes related to this Agreement, Contractor is and shall be deemed to be an independent contractor as defined by ORS

670.700 and not an employee of City, shall not be entitled to benefits of any kind to which an employee of City is entitled and shall be solely responsible for all payments and taxes required by law. Furthermore, in the event that Contractor is found by a court of law or any administrative agency to be an employee of City for any purpose, City shall be entitled to offset compensation due, or to demand repayment of any amounts paid to Contractor under the terms of this Agreement, to the full extent of any benefits or other remuneration Contractor receives (from City or third party) as a result of said finding and to the full extent of any payments that City is required to make (to Contractor or to a third party) as a result of said finding.

B. The undersigned Contractor hereby represents that no employee of the City, or any partnership or corporation in which a City employee has an interest, has or will receive any remuneration of any description from Contractor, either directly or indirectly, in connection with the letting or performance of this Agreement, except as specifically declared in writing.

If this payment is to be charged against Federal funds, Contractor certifies that he/she is not currently employed by the Federal Government and the amount charged does not exceed his or her normal charge for the type of service provided.

Contractor and its employees, if any, are not active members of the Oregon Public Employees Retirement System and are not employed for a total of 600 hours or more in the calendar year by any public employer participating in the Retirement System.

C. Contractor certifies that it currently has a City business license or will obtain one prior to delivering services under this Agreement.

D. Contractor is not an officer, employee, or agent of the City as those terms are used in ORS 30.265.

7. **CONTRACTOR'S RESPONSIBILITY FOR THE SERVICES**

A. Time is of the essence on this Contract. Contractor shall perform the Services promptly and efficiently and in accordance with the Scope of Work provisions set forth in Exhibit A. Contractor shall provide all labor, materials, tools, equipment, and incidentals that are necessary for proper performance of the Services, including items that may be inferred from the specifications or from prevailing custom or trade usage as being necessary to produce the intended results.

B. Goods provided by Contractor must be of good quality and will be subject to the warranties provided by ORS 72.3120, 72.3130, 72.3140, and 72.3150.

8. **USE OF PREMISES**

A. Provisions of this Contract that refer to "the Premises" will only apply to the Services if they are performed at the Premises, defined as real property, including buildings or other improvements that are owned or occupied by City.

B. Contractor shall avoid any unnecessary interference with use of the Premises.

C. Contractor shall take reasonable precautions to prevent injury to persons and damage to property that may result from Contractor's use of the Premises. Contractor shall remedy any damage to the Premises and other property of City resulting from the Services.

9. **INDEMNIFICATION**

City has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor agrees that all its work will be performed in accordance with generally accepted professional practices and standards as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of a contractor's work by City shall not operate as a waiver or release.

As respects the operations of Contractor under this Agreement other than the performance of professional services, Contractor shall indemnify, hold harmless, and defend the City, its officers, agents, employees and volunteers from and against any and all claims, liabilities, damages, losses, and costs, including but not limited to reasonable attorney's fees and other costs of defense, attributable to personal injury, bodily injury, including death, or property damage, including loss of use thereof, and arising out of or alleged to arise out of the negligence or willful misconduct of Contractor or anyone for whom Contractor is legally responsible, excepting only those claims, damages, liabilities, losses, and costs caused by the City's sole negligence or willful misconduct.

As respects the performance of professional services under this Agreement, Contractor shall indemnify and hold harmless the City, its officers, agents, employees and volunteers from and against liabilities, damages, losses, and costs, including but not limited to reasonable attorney's fees and other costs of defense, to the extent caused by the negligence or willful misconduct of Contractor or anyone for whom Contractor is legally responsible.

8. **INSURANCE**

Contractor and its subcontractors shall maintain insurance acceptable to City in full force and effect throughout the term of this contract. Such insurance shall cover all activities of the contractor arising directly or indirectly out of Contractor's work performed hereunder,

including the operations of its subcontractors of any tier. Such insurance shall be primary and non-contributory.

The policy or policies of insurance maintained by the Contractor and its subcontractor shall provide at least the following limits and coverages:

A. Commercial General Liability Insurance

Contractor shall obtain, at contractor's expense, and keep in effect during the term of this contract, Commercial General Liability Insurance covering Bodily Injury and Property Damage on an "occurrence" form (1996 ISO or equivalent). This coverage shall include Contractual Liability insurance for the indemnity provided under this contract. The following insurance will be carried:

Coverage	Limit
General Aggregate	2,000,000
Products-Completed Operations Aggregate	1,000,000
Personal & Advertising Injury	2,000,000
Each Occurrence	2,000,000
Fire Damage (Any one fire)	50,000
Medical Expense (Any one person)	5,000

B. Commercial Automobile Insurance

Contractor shall also obtain, at contractor's expense, and keep in effect during the term of the contract, Commercial Automobile Liability coverage including coverage for all owned, hired, and non-owned vehicles. The Combined Single Limit per occurrence shall not be less than $2,000,000.

C. Workers' Compensation Insurance

The Contractor, its subcontractors, if any, and all employers providing work, labor or materials under this Contract that are either subject employers under the Oregon Workers' Compensation Law and shall comply with ORS 656.017, which requires them to provide workers' compensation coverage that satisfies Oregon law for all their subject workers or employers that are exempt under ORS 656.126. Out-of-state employers must provide Oregon workers' compensation coverage for their workers who work at a single location within Oregon for more than 30 days in a calendar year. Contractors who perform work without the assistance or labor of any employee need not obtain such coverage. This shall include Employer's Liability Insurance with coverage limits of not less than $500,000 each accident.

D.   Professional Liability Insurance

Contractor shall also obtain, at Contractor's expense, and keep in effect during the term of the contract, professional liability insurance. The limits of such professional liability coverage shall be $2,000,000 per claim and in aggregate.

E.   Additional Insured Provision

The Commercial General Liability Insurance and Commercial Automobile Insurance policies and other policies the City deems necessary shall include the City, its officers, directors, employees and volunteers as additional insureds with respect to this contract.

F.   Notice of Cancellation

There shall be no cancellation, material change, exhaustion of aggregate limits or intent not to renew insurance coverage without 30 days written notice to the City. Any failure to comply with this provision will not affect the insurance coverage provided to the City. The certificates of insurance provided to the City shall state that the insurer shall endeavor to provide 30 day notice of cancellation to the City.

G.   Insurance Carrier Rating

Coverages provided by the Contractor must be underwritten by an insurance company deemed acceptable by the City. The City reserves the right to reject all or any insurance carrier(s) with an unacceptable financial rating.

H.   Certificates of Insurance

As evidence of the insurance coverage required by the contract, the Contractor shall furnish a Certificate of Insurance to the City. No contract shall be affected until the required certificates have been received and approved by the City. The certificate will specify and document all provisions within this contract. A renewal certificate will be sent to the above address 10 days prior to coverage expiration.

Certificates of Insurance should read "Insurance certificate pertaining to contract for (Project Title). The City of Milwaukie, its officers, agents, employees and volunteers shall be added as additional insureds with respects to this contract. Insured coverage is "primary" in the description portion of certificate.

I. Primary Coverage Clarification

The parties agree that Contractor's coverage shall be primary to the extent permitted by law. The parties further agree that other insurance maintained by the City is excess and not contributory insurance with the insurance required in this section.

J. Cross-Liability Clause

A cross-liability clause or separation of insureds clause will be included in the general liability policy.

Contractor's insurance policy shall contain provisions that such policies shall not be canceled or their limits of liability reduced without thirty (30) days prior notice to City. A copy of each insurance policy, certified as a true copy by an authorized representative of the issuing insurance company, or at the discretion of City, in lieu thereof, a certificate in form satisfactory to City certifying to the issuance of such insurance shall be forwarded to:

Finance Office
City of Milwaukie   Business Phone: 503-786-7522
10722 SE Main St.   Business Fax: 503-786-7528
Milwaukie, Oregon 97222   Email Address: finance@ci.milwaukie.or.us

Such policies or certificates must be delivered prior to commencement of the work.

The procuring of such required insurance shall not be construed to limit contractor's liability hereunder. Notwithstanding said insurance, Contractor shall be obligated for the total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

9. METHOD & PLACE OF SUBMITTING NOTICE, BILLS AND PAYMENTS

All notices, bills and payments shall be made in writing and may be given by personal delivery, mail or by fax. Payments may be made by personal delivery, mail, or electronic transfer. The following addresses shall be used to transmit notices, bills, payments, and other information:

City	**Contractor**
City of Milwaukie	Company: (Firm Name)
Attn: Accounts Payable	Attn: (Contract Manager's Name)
10722 SE Main St., Milwaukie, Oregon 97222	Address: (Contract Manager's Address)

Phone: 503-786-7524	Phone: (Phone Number)
Fax: 503-786-7528	Fax: (Fax Number)
Email Address: finance@ci.milwaukie.or.us	Email Address: (Address)

and when so addressed, shall be deemed given upon deposit in the United States mail, postage prepaid, or when so faxed, shall be deemed given upon successful fax. In all other instances, notices, bills and payments shall be deemed given at the time of actual delivery. Changes may be made in the names and addresses of the person to who notices, bills and payments are to be given by giving written notice pursuant to this paragraph.

10.   MERGER

This writing is intended both as a final expression of the Agreement between the parties with respect to the included terms and as a complete and exclusive statement of the terms of the Agreement. No modification of this Agreement shall be effective unless and until it is made in writing and signed by both parties.

11.   TERMINATION WITHOUT CAUSE

At any time and without cause, City shall have the right in its sole discretion, to terminate this Agreement by giving notice to Contractor. If City terminates the contract pursuant to this paragraph, it shall pay Contractor for services rendered to the date of termination.

12.   TERMINATION WITH CAUSE

A.   City may terminate this Agreement effective upon delivery of written notice to Contractor, or at such later date as may be established by City, under any of the following conditions:

1) If City funding from federal, state, local, or other sources is not obtained and continued at levels sufficient to allow for the purchase of the indicated quantity of services. This Agreement may be modified to accommodate a reduction in funds

2) If federal or state regulations or guidelines are modified, changed, or interpreted in such a way that the services are no longer allowable or appropriate for purchase under this Agreement.

3) If any license or certificate required by law or regulation to be held by Contractor, its subcontractors, agents, and employees to provide the services required by this Agreement is for any reason denied, revoked, or not renewed.

4) If Contractor becomes insolvent, if voluntary or involuntary petition in bankruptcy is filed by or against Contractor, if a receiver or trustee is

appointed for Contractor, or if there is an assignment for the benefit of creditors of Contractor.

Any such termination of this agreement under paragraph (a) shall be without prejudice to any obligations or liabilities of either party already accrued prior to such termination.

B.   City, by written notice of default (including breach of contract) to Contractor, may terminate the whole or any part of this Agreement:

1)   If Contractor fails to provide services called for by this agreement within the time specified herein or any extension thereof, or

2)   If Contractor fails to perform any of the other provisions of this Agreement, or so fails to pursue the work as to endanger performance of this agreement in accordance with its terms, and after receipt of written notice from City, fails to correct such failures within ten (10) days or such other period as City may authorize.

3)   If Contractor fails to eliminate a conflict as described in Section 11 of this agreement.

The rights and remedies of City provided in the above clause related to defaults (including breach of contract) by Contractor shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement.

If City terminates this Agreement under paragraph (b), Contractor shall be entitled to receive as full payment for all services satisfactorily rendered and expenses incurred, an amount which bears the same ratio to the total fees specified in this Agreement as the services satisfactorily rendered by Contractor bear to the total services otherwise required to be performed for such total fee; provided, that there shall be deducted from such amount the amount of damages, if any, sustained by City due to breach of contract by Contractor. Damages for breach of contract shall be those allowed by Oregon law, reasonable and necessary attorney fees, and other costs of litigation at trial and upon appeal.

13.   **ACCESS TO RECORDS**

City shall have access to such books, documents, papers and records of Contractor as are directly pertinent to this Agreement for the purpose of making audit, examination, excerpts and transcripts.

14. **FORCE MAJEURE**

Neither City nor Contractor shall be considered in default because of any delays in completion and responsibilities hereunder due to causes beyond the control and without fault or negligence on the part of the parties so disenabled, including but not restricted to, an act of God or of a public enemy, civil unrest, volcano, earthquake, fire, flood, epidemic, quarantine restriction, area-wide strike, freight embargo, unusually severe weather or delay of subcontractor or supplies due to such cause; provided that the parties so disenabled shall within ten (10) days from the beginning of such delay, notify the other party in writing of the cause of delay and its probable extent. Such notification shall not be the basis for a claim for additional compensation. Each party shall, however, make all reasonable efforts to remove or eliminate such a cause of delay or default and shall, upon cessation of the cause, diligently pursue performance of its obligation under the Agreement.

15. **NON-WAIVER**

The failure of City to insist upon or enforce strict performance by Contractor of any of the terms of this Agreement or to exercise any rights hereunder should not be construed as a waiver or relinquishment to any extent of its rights to assert or rely upon such terms or rights on any future occasion.

16. **NON-DISCRIMINATION**

Contractor agrees to comply with all applicable requirements of federal and state civil rights and rehabilitation statues, rules, and regulations. Contractor also shall comply with the Americans with Disabilities Act, ORS 659A.142, and all regulations and administrative rules established pursuant to those laws.

17. **ERRORS**

Contractor shall perform such additional work as may be necessary to correct errors in the work required under this Agreement without undue delays and without additional cost.

18. **EXTRA (CHANGES) WORK**

Only the City staff member's title & name, may authorize extra (and/or changed) work. Failure of Contractor to secure authorization for extra work shall constitute a waiver of all right to adjustment in the contract price or contract time due to such unauthorized extra work and Contractor thereafter shall be entitled to no compensation whatsoever for the performance of such work.

19. **ATTORNEY'S FEES**

In case suit or action is instituted to enforce the provisions of this contract, the parties agree that the losing party shall pay such sum as the court may adjudge reasonable attorney fees and court costs, including attorney's fees and court costs on appeal.

20. **GOVERNING LAW**

The provisions of this Agreement shall be construed in accordance with the provisions of the laws of the State of Oregon. Any action or suits involving any question arising under this Agreement must be brought in the appropriate court of the State of Oregon.

21. **COMPLIANCE WITH STATE AND FEDERAL LAWS/RULES**

Contractor shall comply with all applicable federal, state and local laws, rules and regulations, including, but not limited to, ORS 279A.120, ORS 279B.020, ORS 279B.220, ORS 279B.225, ORS 279B.230, and ORS 279B.235, the provisions of which are hereby made a part of this agreement.

22. **COOPERATIVE PROCUREMENT**

Other units of local government ("ULG") may enter into an agreement with Contractor to utilize these materials and services. The same terms and conditions of this contract will apply when used by other ULG's, except:

A.   Such other ULG shall be solely responsible for payment for work performed;

B.   In the event a dispute arises between Contractor and the ULG, the ULG and Contractor agree that the City is not a party to the dispute and will not be included unless required by law.

23. **CONFLICT BETWEEN TERMS**

It is further expressly agreed by and between the parties hereto that should there be any conflict between the terms of this instrument in the proposal of the contract, this instrument shall control and nothing herein shall be considered as an acceptance of the said terms of said proposal conflicting herewith.

24. **AUDIT**

Contractor shall maintain records to assure conformance with the terms and conditions of this Agreement, and to assure adequate performance and accurate expenditures within the contract period. Contractor agrees to permit City, the State of Oregon, the federal government, or their duly authorized representatives to audit all records pertaining to this Agreement to assure the accurate expenditure of funds.

25. **SEVERABILITY**

In the event any provision or portion of this Agreement is held to be unenforceable or invalid by any court of competent jurisdiction, the validity of the remaining terms and

provisions shall not be affected to the extent that it did not materially affect the intent of the parties when they entered into the agreement.

26. **COMPLETE AGREEMENT**

This Agreement and attached exhibits constitutes the entire Agreement between the parties. No waiver, consent, modification, or change of terms of this Agreement shall bind either party unless in writing and signed by both parties. Such waiver, consent, modification, or change if made, shall be effective only in specific instances and for the specific purpose given. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement. Contractor, by the signature of its authorized representative, hereby acknowledges that he has read this Agreement, understands it and agrees to be bound by its terms and conditions.

IN WITNESS WHEREOF, City has caused this Agreement to be executed by its duly authorized undersigned officer and Contractor has executed this Agreement on the date hereinabove first written.

CITY OF MILWAUKIE   **CONTRACTOR**

_____   _____
Signature   *Signature*

_____   _____
Printed Name & Title   *Printed Name & Title*

_____   _____
Date   *Date*

EXHIBIT A

SERVICES TO BE PROVIDED

ATTACHMENT 3 – WAN LOGICAL DESIGN DIAGRAM

Qwest Central Office

Comcast Fiber Link

Fiber Connection 100 Mbps

CITY OF MILWAUKIE NETWORK DIAGRAM

PRI-T-1 Circuit Voice New Circuit

503-652-2969
503-652-4403
503-652-4404

Fiber Connection

Fiber Connection 100 Mbps

Public Works/Operations
6101 SE Johnson Creek Blvd
Milwaukie, OR
57- Telephone Station Ports
21- Analog Ports
4- Analog Trunk Ports

T-1 - Internet Eschelon
72.HCXX.187856

Ledding Library
10660 SE 21st
Milwaukie, OR
15- Stations
3- Analog Ports
3- Analog Trunk Ports

100 Pair Copper Feed
Fiber Connection

City Hall
10722 SE Main Street
Milwaukie, OR
42- Telephone Station Ports
17 Analog Ports
8- Analog Trunk Ports

Public Safety Building
3200 SE Harrison Street
Milwaukie, OR
1-PRI-T-1
66-Telephone Station Ports
54- Analog Ports
8- Analog Trunk Ports

ATTACHMENT 4 – Response Evaluation

4 EVALUATION PROCEDURES

4.1. Introduction

The evaluation process is designed to award the RESPONDENT not necessarily to the Respondent of least cost, but rather to the Respondent with the best combination of attributes based upon the evaluation criteria.

Evaluations will be based upon information provided in the Respondents response. In those cases where it is unclear to what extent a requirement has been addressed, the City staff evaluation team may, at its discretion and acting through the RFP Coordinator, contact the Respondent to clarify specific points in a response. However, under no circumstances will the Respondent be allowed to make changes to its response. Respondents shall take every precaution to assure that all answers are clear, complete and directly address the specific requirement. Responses will be evaluated strictly in accordance with the requirements set forth in this RFP and any issued addenda.

In order to promote maximum competition, information regarding points will not be disclosed to respondents to the RFP.

4.2. Reservation of Right to Adjust Respondents Responses during Evaluation

The City of Milwaukie may, at its sole discretion, select or reject individual items being proposed by the Respondent. As part of the evaluation and selection process, the City of Milwaukie may find it necessary to add or delete products and/or services from the Respondents response in order to make equivalent comparisons.

The City of Milwaukie reserves the right to acquire products and services on the basis of this RFP or to issue further solicitations to identify alternate providers when it appears to be in the best interests of the City of Milwaukie.

4.3. Response Evaluation Process

4.3.1. Evaluation Team

An evaluation team consisting of the City of Milwaukie representatives and consultants will evaluate vendor responses. The RFP Coordinator will not serve as an evaluator but will facilitate the evaluation process and may develop information for presentation to the team.

4.3.2. Section Points

As referenced in Subsection 3.3.5.1, points have been assigned to the following Sections but will not be disclosed to Respondents in the RFP.

4.3.3. Contractual

The RFP Coordinator will review any Respondent-proposed changes to the proposed Contract Terms and Conditions in Appendix B.

4.3.4. Go/No Go Requirements

The RFP Coordinator will review Respondent responses to determine compliance with the Go/No Go requirements. The coordinator will share this information with the City staff at the beginning of the evaluation process.

The tables below are intended to inform respondents of the intended evaluation team's criteria. The apparent successful respondent will be the one with the highest overall score. The City will not publish the final scoring but simply name the apparent successful respondent.

Go/No-Go Categories	Evaluation
Supplier meets qualifications defined in RFP	
Statement of Compliance	
Proposal met delivery time and date	
Response meets required format	
Customer references included	
Supplier financial strength documented	
Supplier Account Service Plan	

4.3.5 Requirements: Service Level Agreement, Implementation Plan, Overall Service Value, Network Architecture, Respondent's Competency & Customer References

We will evaluate and assign a score to item based on how well the Respondents response matches the requirement.

We will assign scores on a scale of zero (0) to four (4) where the end and midpoints are defined as follows:

- o   0 = Response is missing, totally inadequate or does not fully comply with the requirement.
- o   2 = Response partially meets the expectation stated in the requirement.
- o   4 = Response fully meets expectations.

A score of zero (0) on any Mandatory Scored requirement may cause the entire response to be eliminated from further consideration.

4.3.6. Pricing of Services

The Respondents score for the Pricing of Services Section will be computed as follows:

The sum of Respondents proposal for the first five years of the initial five (5) year term of any contract resulting from this RFP will become the Total Respondent Proposal The Total Respondent Proposal will be divided into the lowest Total Respondent and multiplied by the Section Points to produce a Life Cycle Cost of Ownership.

4.3.7. **Final Score and Selection of Final Respondents**

The RFP Coordinator will compute the Respondents Final Score. Respondents with the highest overall scores will be identified as Final Respondents.

> Final Score = Customer References Score + Service Level Agreement Score + Implementation Plan Score + Overall Service Value Score + Respondents Competency Score + Life Cycle Cost of Ownership Score

City of Milwaukie reserves the right to identify fewer or greater numbers of Final Respondents. Respondent notification will be made by fax or e-mail.

4.4. **Finalist Respondent Evaluation Process**

4.4.1. **Evaluation Team**

Final Respondents will be evaluated by the City and consultant as described in Subsection 3.3.1.

4.4.2. **Evaluation Criteria**

Points have been assigned to the following criteria but will not be disclosed to Respondent in the RFP.

Evaluation Categories	Weight	Evaluation
Life-Cycle Cost of Ownership	20%	
Customer References	10%	
Service Level Agreement	10%	
Implementation Plan	10%	
Overall Service Value	15%	
Technology and Design Proposed	15%	
Respondents Competency	20%	
TOTAL POINTS		

4.4.3 **Evaluation**

Scores will be assigned according to the evaluation criteria for each required response section of the RFP. The Respondents Total Score will be the sum for each evaluation criteria.

4.4.4. **Customer References**

Respondents must submit Customer Reference contact information with their response. Reference information will only be evaluated and scored for Finalist Respondents.

The RFP Coordinator, or designee, will schedule a time when the City staff may contact Respondent references.

The City may, at its option, contact other sources for reference information.

4.4.5 **Respondent Oral Interviews**

As part of the evaluation process, Final Respondents will be invited to participate in oral interviews to be presented to a panel of City of Milwaukie staff and consultant. In those interviews the City will expect the respondent's to provide a system demonstration of their proposed solution.

4.4.6. **Apparent Successful Respondent**

The RFP Coordinator will compute the Finalist Respondents Total Adjusted Score. The Finalist Respondent with the highest Total Adjusted Score will be identified as the Apparent Successful Respondent. In the event there is a first place tie between two (2) or more Respondent's, the City of Milwaukie will identify the Apparent Successful Respondent between the tied Respondents at its sole discretion. Respondent notification will be made via fax or e-mail

ATTACHMENT 5 – Proposal Price

The proposal price consists of a Microsoft Excel ® Workbook for the Components of this RFP (See Attached)

Respondents are required to fully complete and submit proposal price applicable to Components of this RFP to which you are responding.

ATTACHMENT 6 - PROPOSAL PRICE SCHEDULE

Contractor's proposed pricing for the proposed system configuration. Use additional sheets for explanations as needed.

BASE SYSTEM PRICING	Quantity	Price
Base Price Common Equipment – **PURCHASER** Includes all equipment for initial installation except telephone sets including initial period warranties.		
ACD Base Price		
ACD basic reporting software (describe)		
ACD advanced reporting software (describe)		
ACD Business continuation –		
Trade in Allowance for existing Tadiran Coral 3 and peripheral systems including proprietary telephone sets and removal of cable connections.		(_____)
Removal and boxing of existing Tadiran Coral PBX's and telephone instruments.		
Installation, including all work to define system programming requirements, coordination and programming of coordinated dialing plan, training, etc.		
Telephone sets per specification		
Total		

VOICE MAIL SYSTEM PRICE	Quantity	Price
Base Price Common Equipment – Voice Ports, Automated Attendant. Includes all equipment for initial installation including initial period warranties.	_____	_____
Software Licenses	_____	_____
Freight	_____	_____
Installation, Programming and Training	_____	_____
Taxes: City	_____	_____
Taxes State	_____	_____
Total	_____	_____

VOICE MAIL SYSTEM – UNIFIED MESSAGING OPTIONAL PRICE	Quantity	Price
(Includes initial period warranties.) Base Price	_____	_____
Software License – basic minimum configuration	_____	_____
Software License – additional license increments	_____	_____
Installation and Training	_____	_____

PUBLIC WORKS/OPERATIONS	Quantity	Price
(Includes initial period warranties.)		
Base Price		
Software License – basic minimum configuration	___	___
Software License – additional license increments	___	___
Eight Analog trunk Ports	___	___
Installation and Training	___	___

CITY HALL	Quantity	Price
(Includes initial period warranties.)		
Base Price		
Software License – basic minimum configuration	___	___
Software License – additional license increments	___	___
Eight Analog Trunk Ports	___	___
Installation and Training	___	___
	___	___

LEDDING LIBRARY	Quantity	Price
(Includes initial period warranties.)		
Base Price		
Software License – basic minimum configuration	___	___
Software License – additional license increments	___	___
Eight Analog Trunk Ports	___	___
Installation and Training	___	___

ADD ALTERNATE #1: MAINTENANCE SERVICES	Quantity	Price
T & M rates – Equipment Technician		
Extended warranty maintenance per specifications for all mandatory equipment except phones		
One Extended Year		
Two Extended Years		
Three Extended Years		
Five Extended Years		
Extended warranty maintenance per specifications for all mandatory equipment including phones		
One Extended Year		
Two Extended Years		
Three Extended Years		
Five Extended Years		

ADD ALTERNATE #2 VOICE RECORDING & LOGGING:	Quantity	Price
Includes initial period warranties.		
Base system supporting for up to all stations. (Note 1):		
CTI interface of the voice switching system		
Additional hardware and software at the voice switching system to enable access to the lines or trunks		
Installation and Training		
Total		

Note 1: The preferred method for the voice recording and logging system interface to the telephone switching and routing system is via a CTI (computer telephone interface) to the voice switching system that allows recorder to identify which stations to record incoming/outgoing and station-to-station calls. Whenever a call to be recorded occurs, the data stream between the voice switching system and the recording device is used to filter and activate the recording and logging of the conversation. The voice recording system must also have an engineered interface to the voice switching system via hardware that obtains access to the voice conversation.

STATION EQUIPMENT AND EXPANSION

Price each type of telephone and/or hardware/software option for feature or port expansion available: Exact number of each type of telephone to be purchased will be determined at the time of contracting. This form is strictly to establish pricing for each item offered by the Respondent.

STATION EQUIPMENT, PORT EXPANSION	Quantity		Pre Install Price		Post Cutover Price
Typical base switching system software version level upgrade	1		N/A		
Telephone Sets - Single Line – Proprietary IP	1				
Telephone Sets - Display and Hands free (# 8 Buttons)	1				
Telephone Sets - Display and Hands free(# 16 Buttons)	1				
Telephone Sets - Display (# 8 Buttons)	1				
Telephone Sets - Display (# 16 Buttons)	1				
IP Executive appliance(s)	1				
PC based IP soft phone	1				
Programmable Multi-key IP Phone	1				
TTY Instrument	1				

STATION EQUIPMENT, PORT EXPANSION	Quantity		Pre Install Price		Post Cutover Price
Attendant Console	1				
PC Based Attendant Console	1				
Analog CO Trunk Port	1				
PRI- T1 Trunk Card 23 Ports	1				
Wireless Telephone Handset	1				
Wireless Access Point	1				
Other	1				
Other	1				
Other	1				
Other	1				
Other	1				
Other	1				
Other	1				

Note 1: Provide detailed description of features, capabilities

SOFTWARE LICENSES (Per unit basis for all license subsets)	Quantity		Pre Install Price		Post Cutover Price
(List each item with ongoing maintenance and upgrade costs included)					
(List each item without ongoing maintenance and upgrade costs included)					

OPTIONAL PBX/SYSTEM CAPABILITIES (Not Included in Price Quoted Above)	Quantity		Pre Install Price		Post Cutover Price

(Use Continuation Sheet if Necessary)

Attachment 7 – Example Installation Quality and Acceptance Sheet

Client:	
Building #:	
Inspector Name:	
Date:	
Building Name:	
Technician Name:	

Test Description	Pass/Fail	Technician	Date	Inspector	Date
Make a Test Call					
Test Attendant Console					
Test External Ringing					
Test Queue Warning Indicator					
Test Loudspeaker Paging					
Test Music on Hold					
Test Emergency Transfer					
Test Remote Site Tie Trunks					
Test E911					
Procedure – Dial Repeating Outgoing Tie Trunk					
Test Direct Inward Dialing					
Test Central Office (CO) Trunk					
Terminating Trunk Transmission Test					
Test Call Detail Recording					
Test Adjuncts					
Compare Administration and Wiring					
Test Administration Terminal					
Test Remote Administration					
Test Night Service					
Test CDR					
Test Voice Mail Administration					

ATTACHMENT 8 SLA Definition (Example) Component A

An agreement between the City and a service provider, defining the nature of the service provided and establishing a set of metrics to be used to measure the level of service provided measured against the agreed level of service.

Standard of Performance

The Standard of Performance for the Base System of the Products is defined as a 99.5% availability level during the term of the services, and the hardware and software of Products have a 98% trouble-free performance during the term.

The CITY OF MILWAUKIE and SERVICE PROVIDER agree to the following service performance metrics for services provided by SERVICE PROVIDER.

1. Time to Repair Critical Outages (Major Problem):

   For the term of the service, SERVICE PROVIDER shall provide the City of Milwaukie with a guaranteed two (2) hour maintenance response time for the Service/Products purchased hereunder. Within two (2) hours after notification by CITY that CITY OF MILWAUKIE is experiencing Service/Product problems, SERVICE PROVIDER's qualified field engineer shall arrive at CITIE'S location to correct such problem or shall connect to the problem system via modem, or network connection. This guaranteed two (2) hour response service shall be available to CITY twenty-four hours per day, seven (7) days per week, and every day of the year including holidays (24x7x24).

2. Time to Repair – (Minor Problem)

   For the term of the service, SERVICE PROVIDER shall provide CITY with a guaranteed eight (8) business hours maintenance response time for the Products purchased hereunder.

ENDNOTES

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[1] DHCP – dynamic host configuration protocol.

[2] PS/ALI – Acronym for Public Safety Automatic Line Identification. With PS/ALI the data about the calling line identification is expanded to include a geographic proximity to the calling phone, such as floor, room or general space such as a warehouse. The date is stored in a separate database accessible to the PSAP (Public Safety Answering Point) via an automatic lookup and terminal screen display.

[3] CAMA Trunk – Centralized Automatic Message Accounting. Utilization of a central office trunk provisioning capability to handshake with the customer premises switch and receive a calling party ID of its full 10 digits. A requirement for implementation of PS/ALI services. An ISDN PRI D channel is sometimes used as an alternative method of signaling.

[4] ISDN PRI D Channel – ISDN Primary Rate Interface. The D channel is the signaling

[5] Estimated disc drive utilization per 1 hour of voice recording is 10Mb. Assumes one hour of storage per mailbox user plus 10% overhead for automatic attendant and system prompts.

[6] Grade of Service – P.01. This is a term used in telephony to describe the call handling capacity of a given number of telephone circuits. A P.01 grade of service means that at any given time, usually measured at the busiest hour, not more than 1% of callers will receive a busy signal.

[vii] G711 and G729 G.711 are international standards for encoding telephone audio on a 64 kbps channel. G711 is a pulse code modulation (PCM) scheme operating at an 8 kHz sample rate, with 8 bits per sample. According to the Nyquist theorem, which states that a signal must be sampled at twice its highest frequency component, G.711 can encode frequencies between 0 and 4 kHz. Telco's can select between two different variants of G.711: A-law and mu-law. A-law is the standard for international circuits.

[viii] SIP. "The **Session Initiation Protocol** (**SIP**) is an application-layer control (signaling) protocol for creating, modifying, and terminating sessions with one or more participants. These sessions include Internet telephone calls, multimedia distribution, and multimedia conferences." (cit. RFC 3261). It was originally designed by Henning Schulzrinne (Columbia University) and Mark Handley (UCL) starting in 1996. The latest version of the specification is RFC 3261 from the IETF SIP Working Group. In November 2000, SIP was accepted as a 3GPP signaling protocol and permanent element of the IMS architecture. It is widely used as signaling protocol for Voice over IP, along with H.323 and others. SIP is addressing neutral, with addresses expressed as URL/URIs of various types, such as H.323 address, E.164 telephone numbers or email like addresses.

> SIP is a lightweight, transport-independent, text-based protocol. SIP has the following features:
> Lightweight, in that SIP has only six methods, reducing complexity
> Transport-independent, because SIP can be used with UDP, TCP, ATM & so on.
> Text-based, allowing for low overhead   (SOURCE: Wikipedia)